



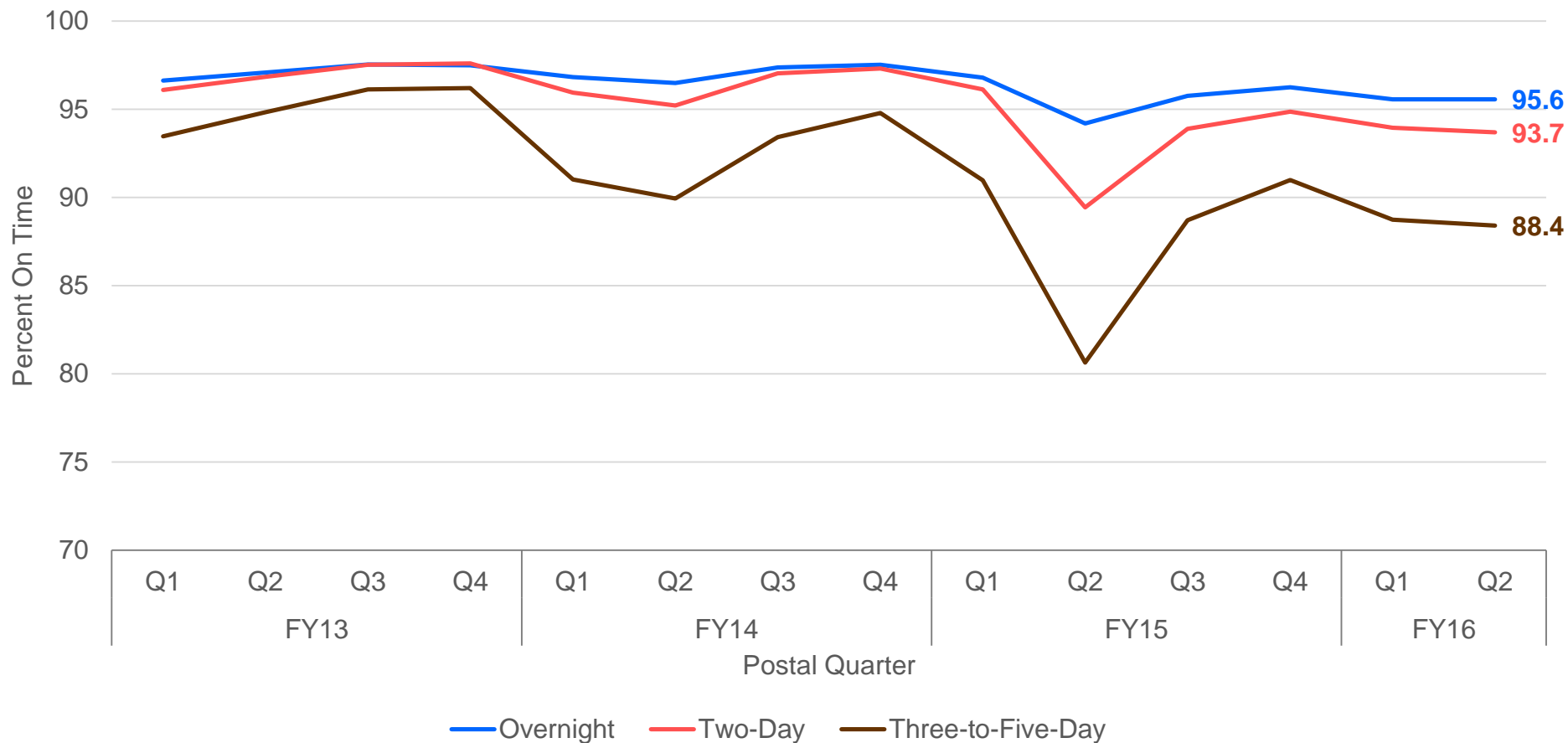
NPF MTAC
MARCH 22, 2016



MTAC Visibility and Service Performance

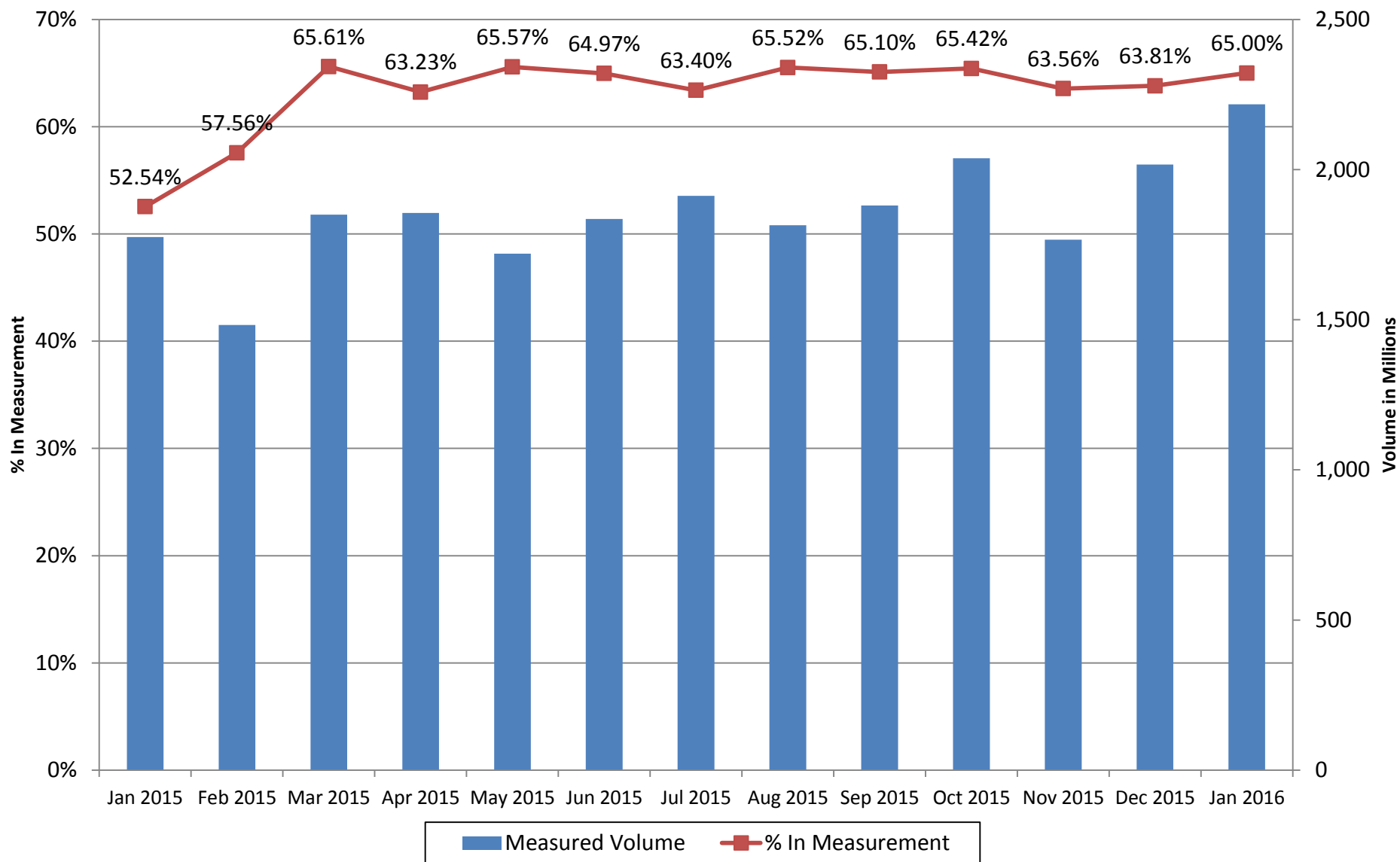
First-Class Mail

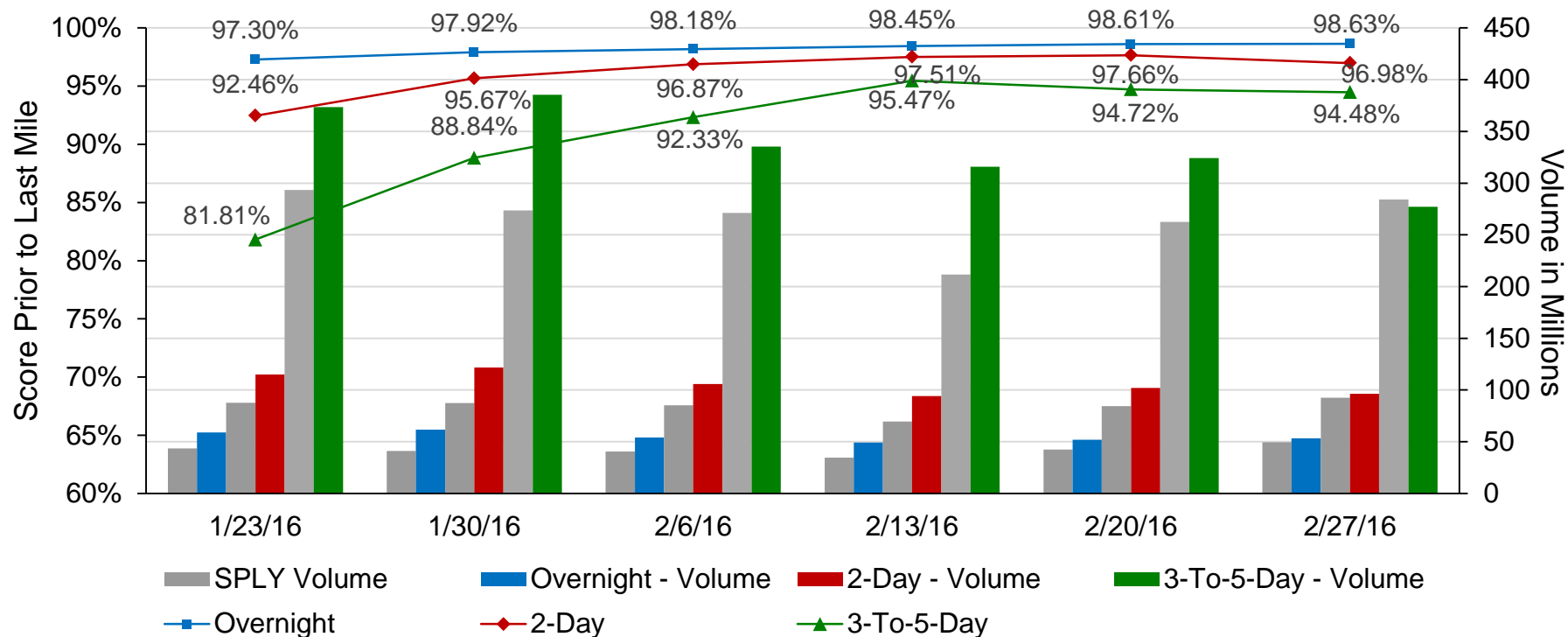
Commercial First-Class Mail® FY13 thru FY16 Performance By Quarter



MTAC Visibility and Service Performance

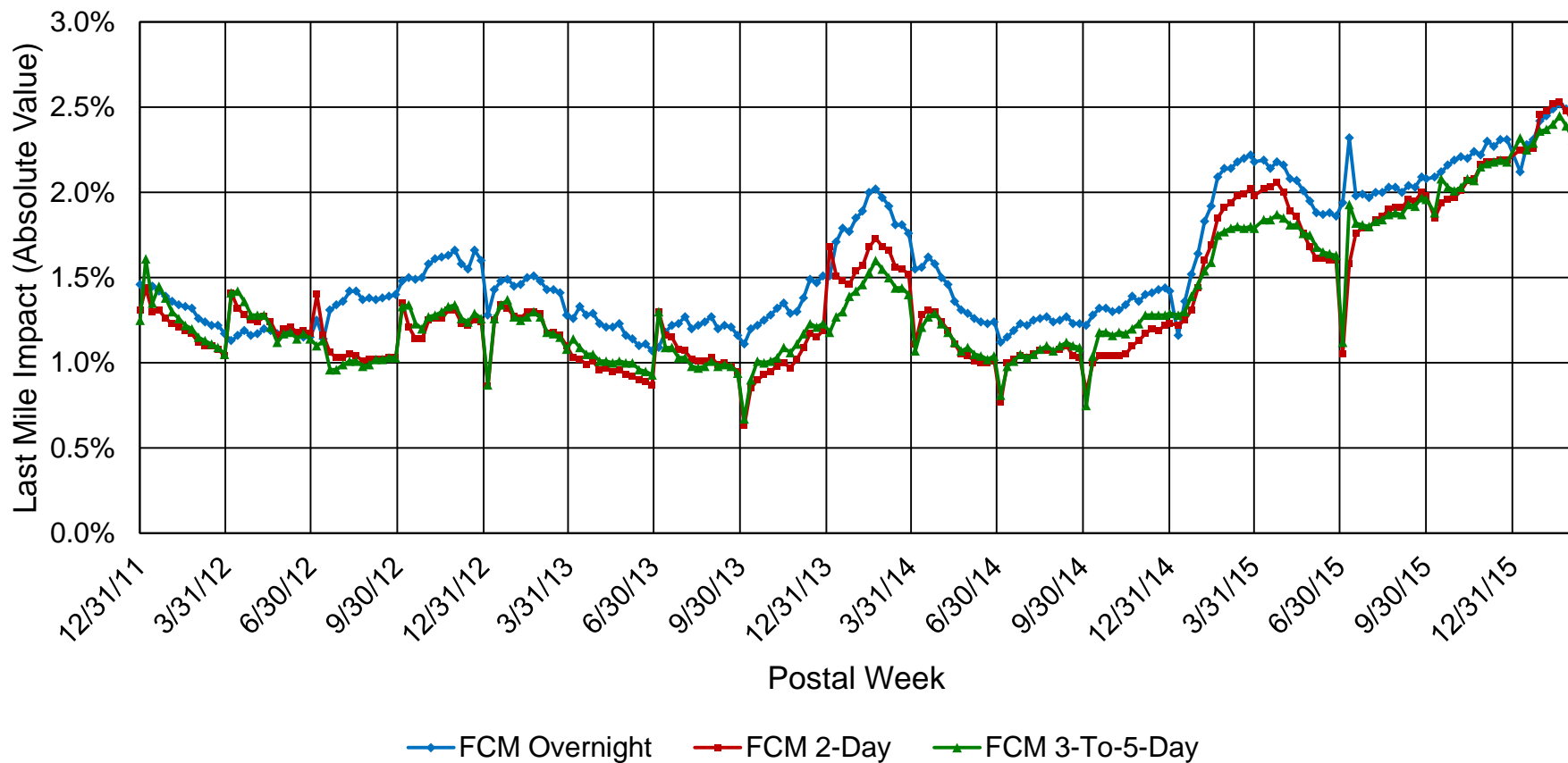
First-Class Mail
Letters



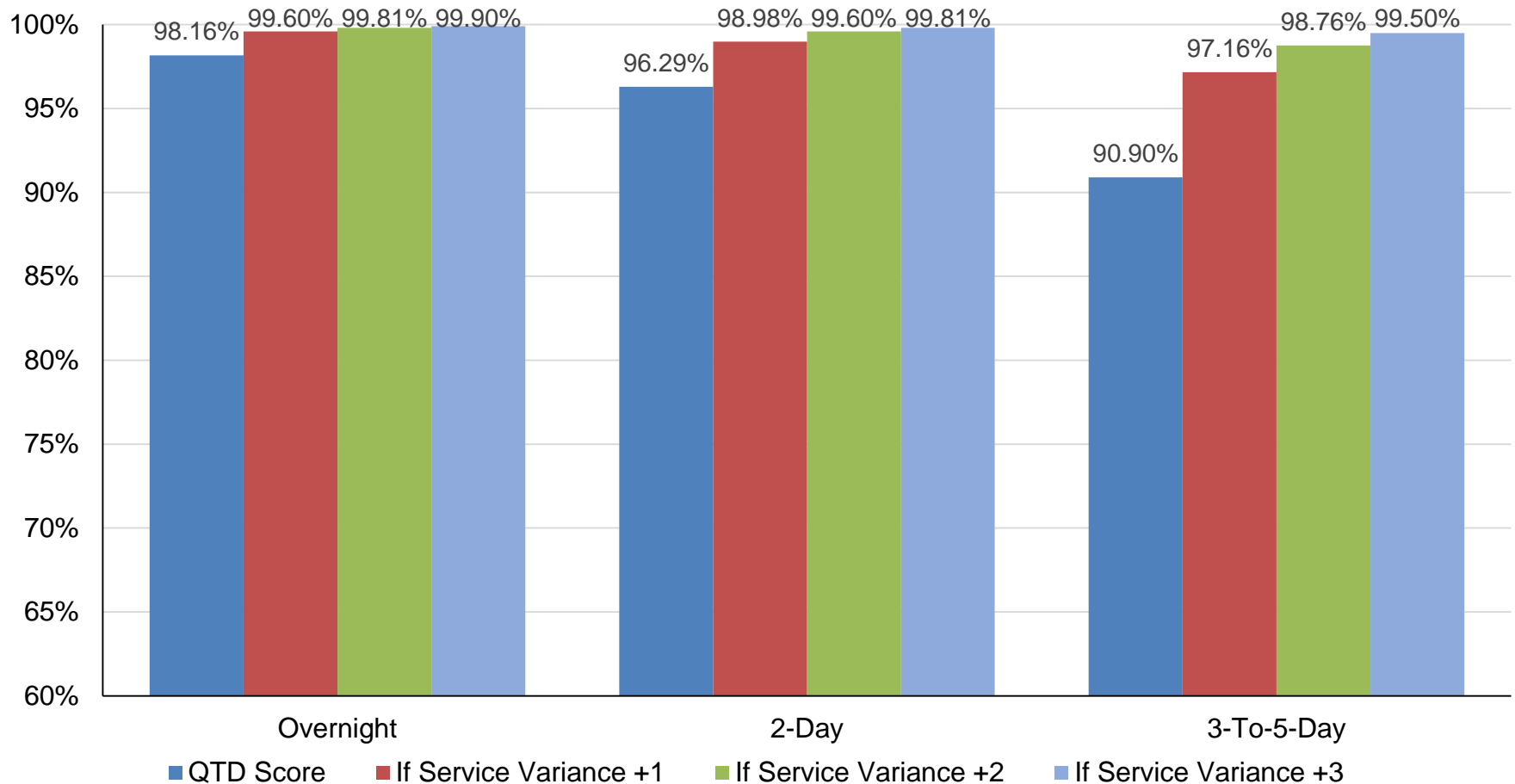


Q2 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	497,499,837	98.16%	-2.41%	95.75%	96.80%	378,427,991	31.46%	94.04%	1.71%
2-Day	970,852,905	96.29%	-2.41%	93.88%	96.50%	771,065,321	25.91%	89.27%	4.61%
3-to-5-Day	3,051,539,654	90.90%	-2.31%	88.59%	95.25%	2,455,810,407	24.26%	80.84%	7.75%
3-Day	3,034,483,584	90.89%	-2.32%	88.57%	95.25%	2,445,211,744	24.10%	80.81%	7.76%
4-Day	16,278,170	94.99%	-2.02%	92.97%	95.25%	10,188,944	59.76%	88.39%	4.58%
5-Day	777,900	54.78%	-2.86%	51.92%	95.25%	409,719	89.86%	50.59%	1.33%
Total	4,519,892,396			90.51%	96.00%	3,605,303,719	25.37%	84.03%	6.48%

Last Mile Impact Trend



All QTD FCM Letters scores would be above 97.16% (prior to last mile),
if pieces that failed by 1 day passed

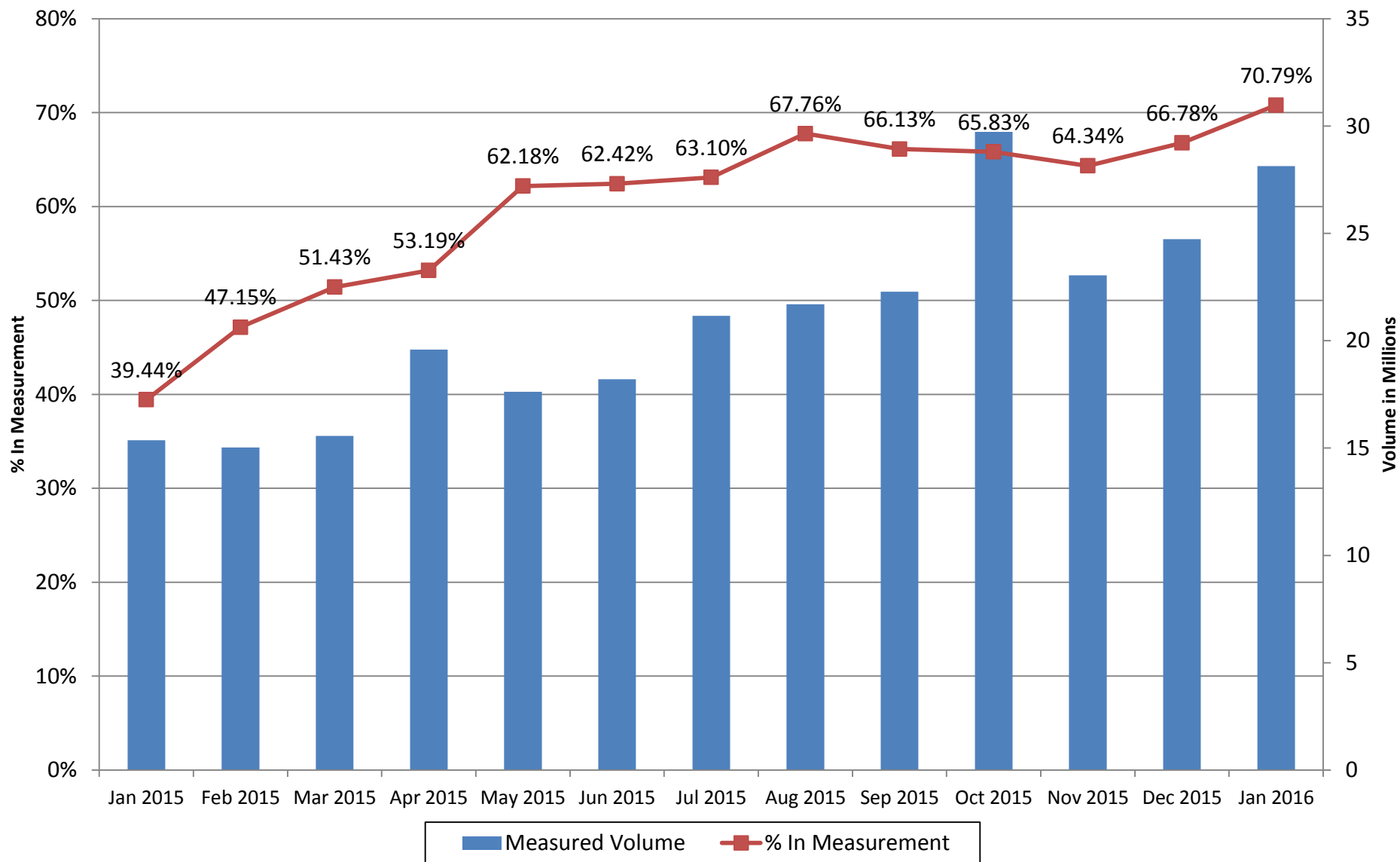


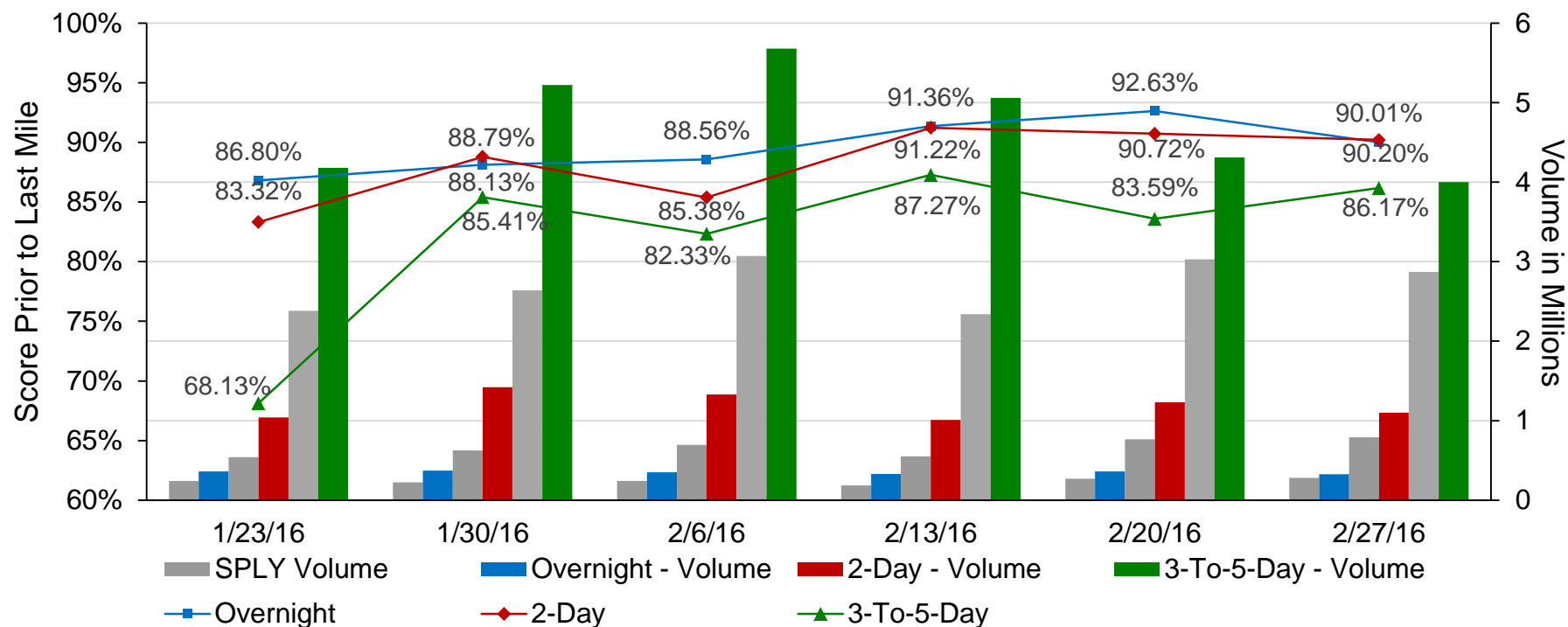
Note: Service performance results before Last Mile

MTAC Visibility and Service Performance

First-Class Mail

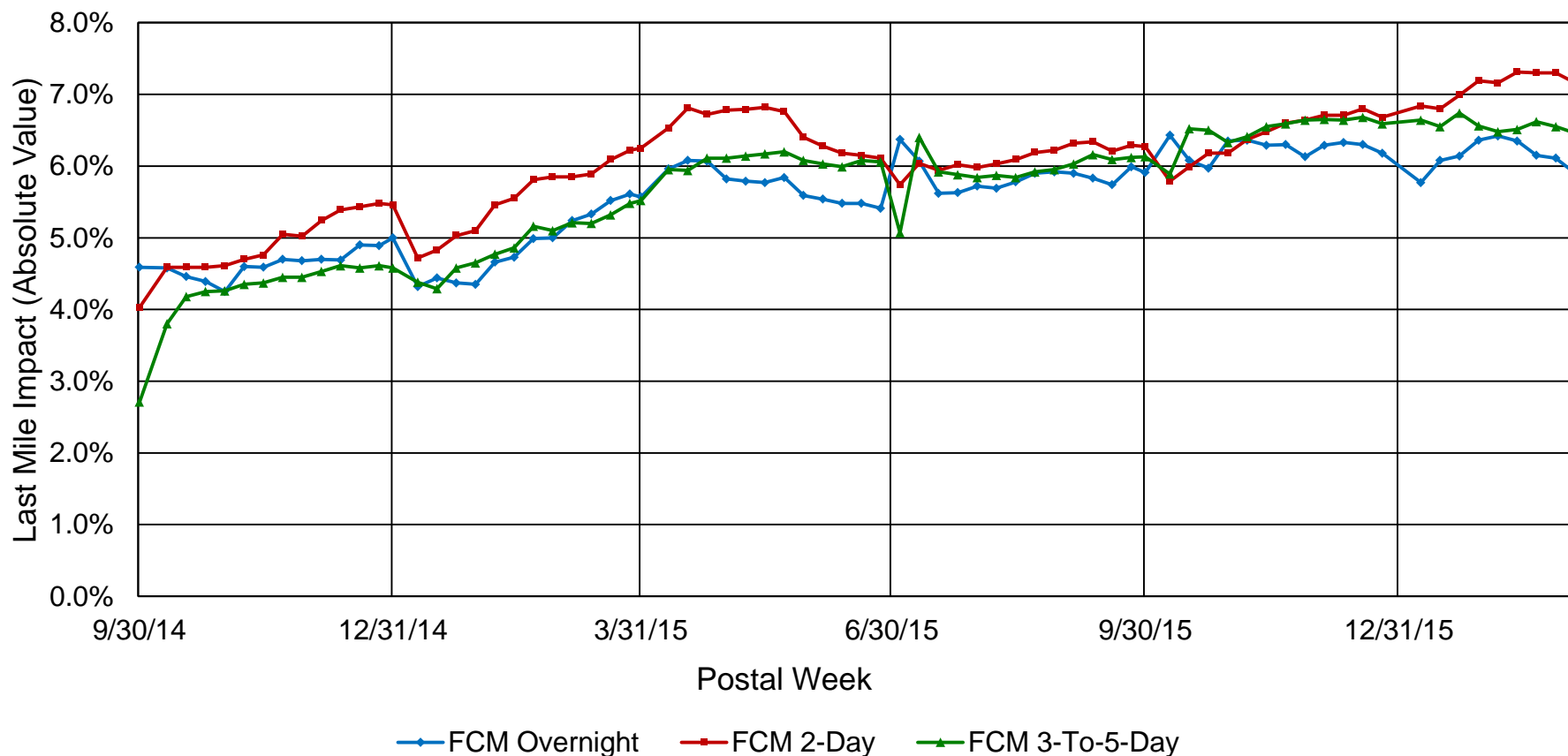
Flats



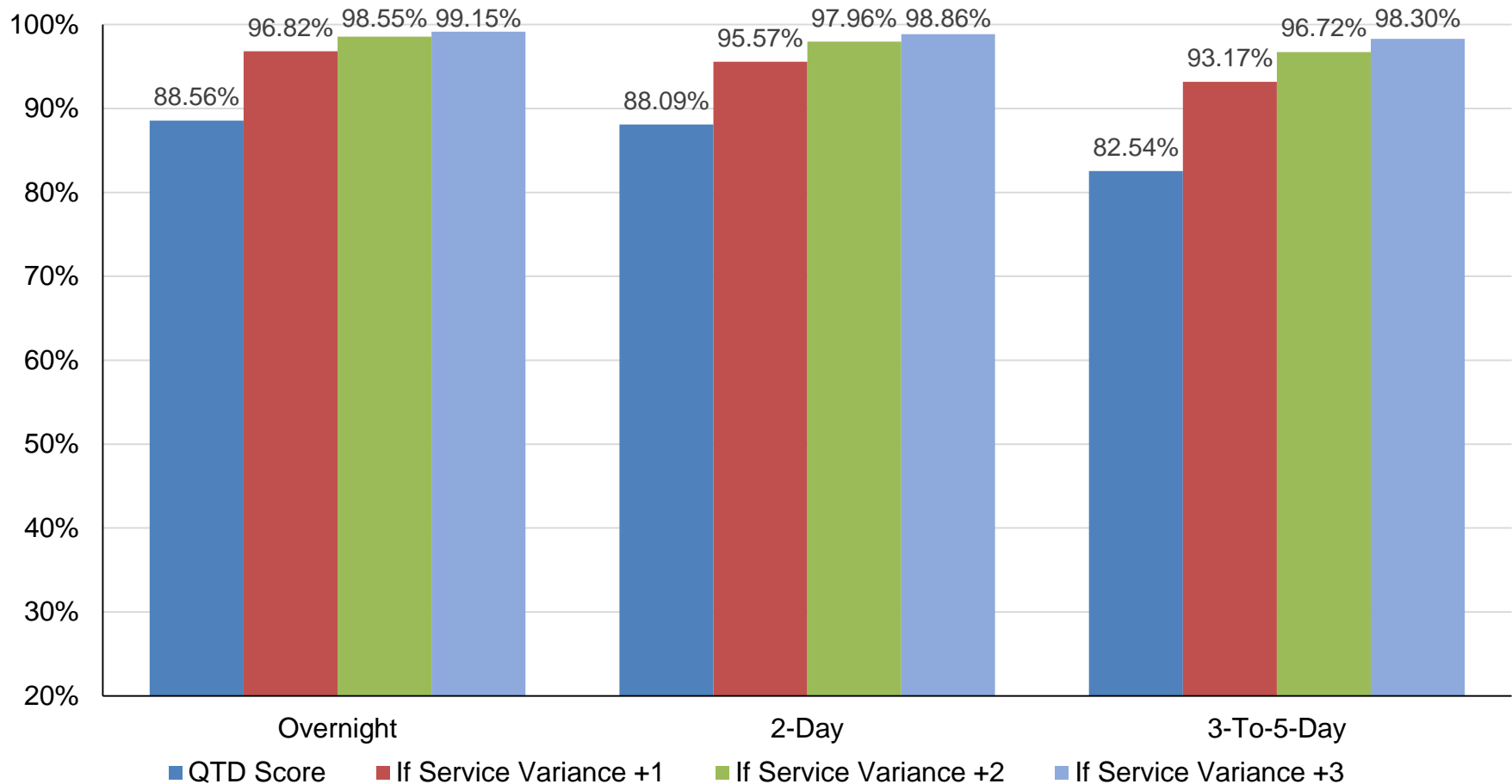


Q2 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	3,171,679	88.56%	-5.90%	82.66%	96.80%	2,212,021	43.38%	79.25%	3.42%
2-Day	11,030,499	88.09%	-7.16%	80.93%	96.50%	5,979,255	84.48%	75.07%	5.86%
3-to-5-Day	44,786,654	82.54%	-6.46%	76.08%	95.25%	24,487,162	82.90%	64.70%	11.38%
3-Day	44,610,417	82.51%	-6.47%	76.04%	95.25%	24,372,281	83.04%	64.64%	11.40%
4-Day	171,872	89.76%	-4.75%	85.01%	95.25%	111,528	54.11%	77.47%	7.54%
5-Day	4,365	92.23%	-6.92%	85.32%	95.25%	3,353	30.18%	76.80%	8.52%
Total	58,988,832			77.34%	96.00%	32,678,438	80.51%	67.58%	9.76%

Last Mile Impact Trend



All QTD FCM Flats scores would be above 93.17% (prior to last mile),
if pieces that failed by 1 day passed

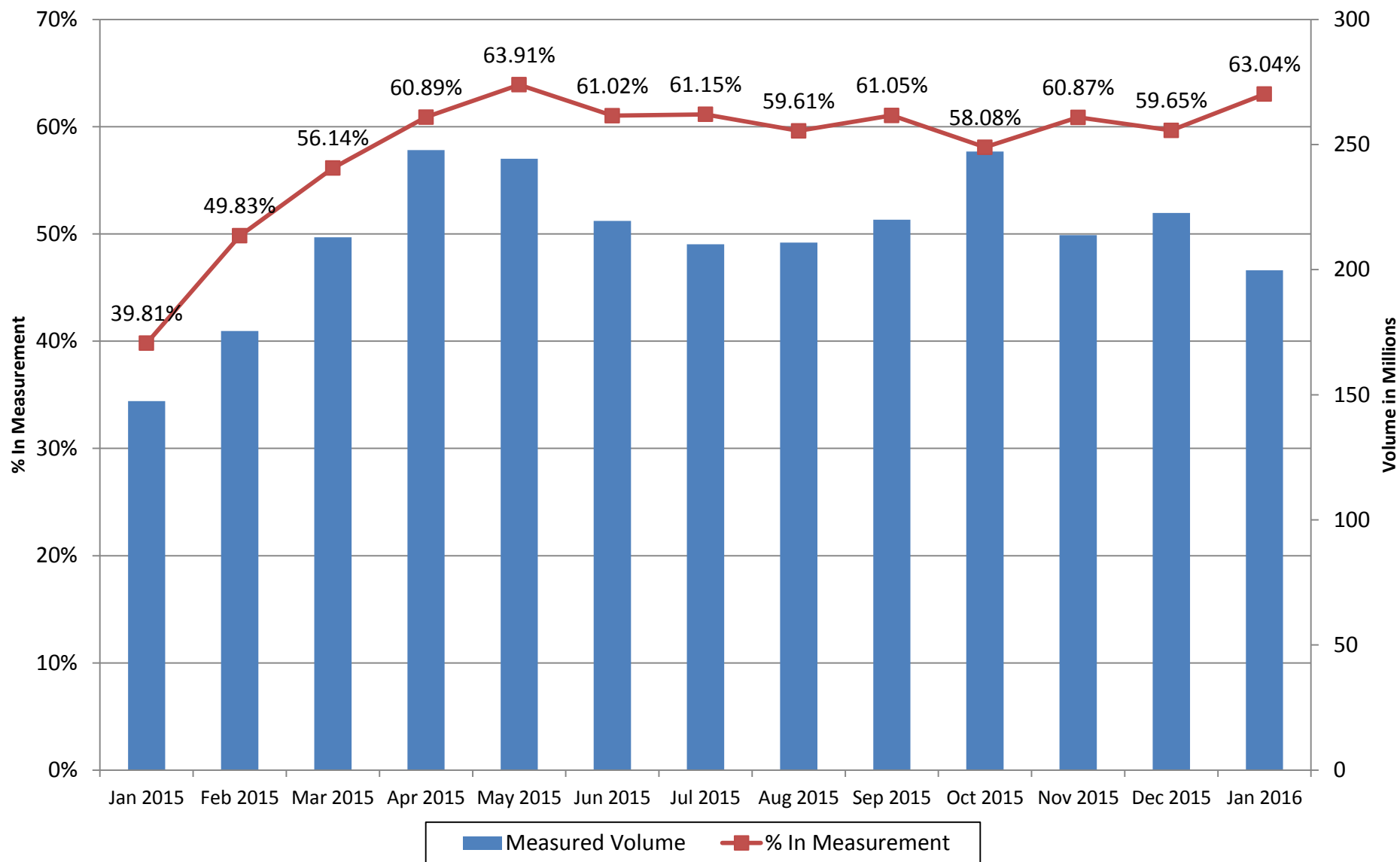


Note: Service performance results before Last Mile

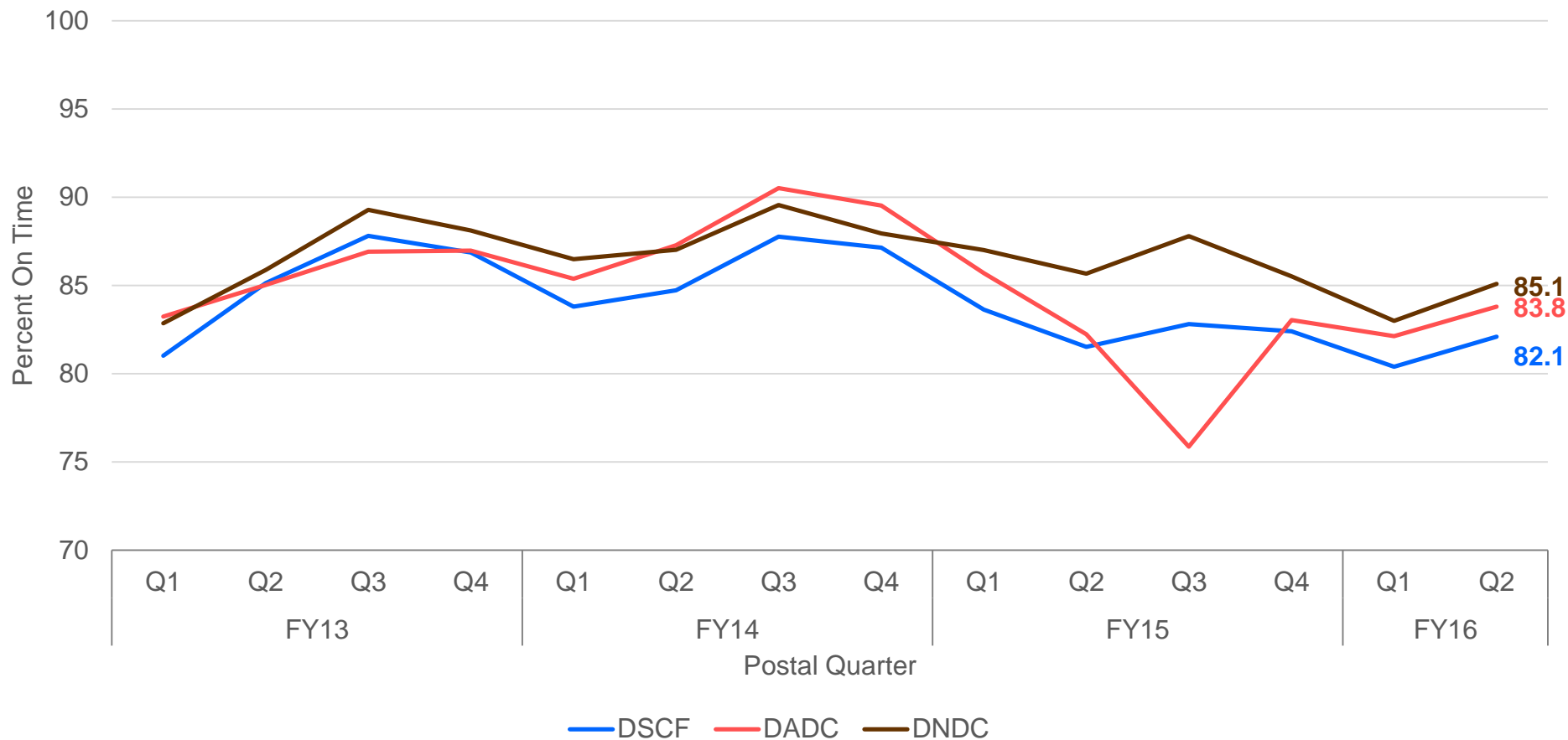
MTAC Visibility and Service Performance

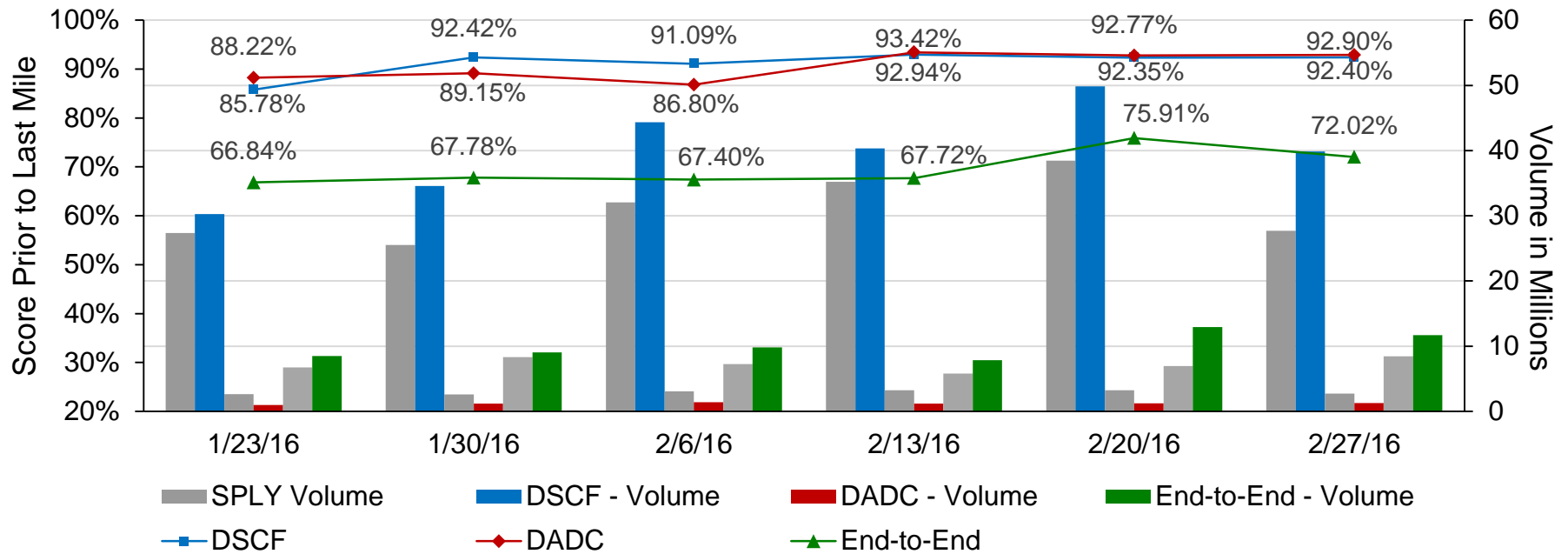
Periodicals

Flats



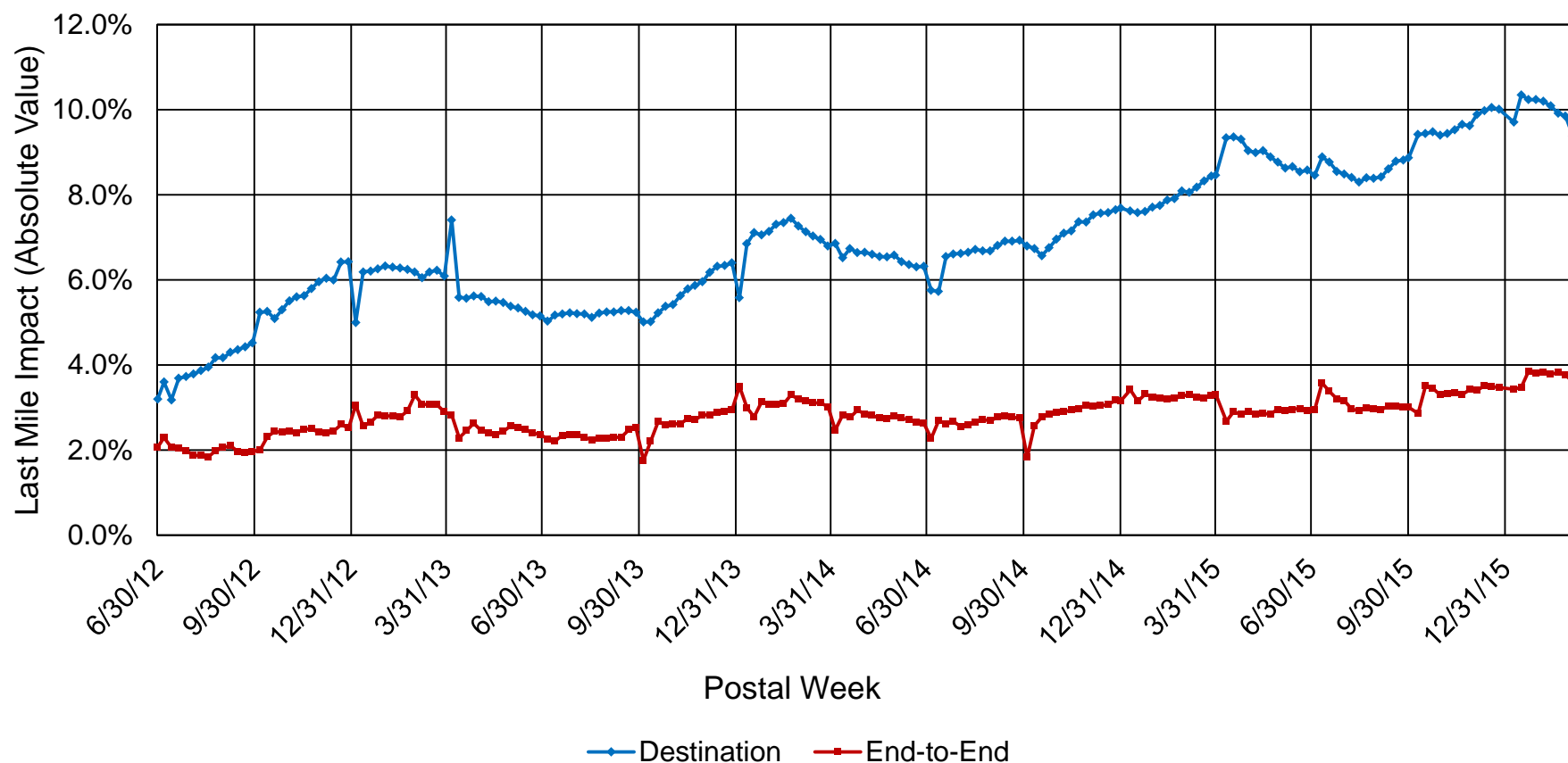
Destination Entry IMb™ Periodicals FY13 thru FY16 Performance By Quarter



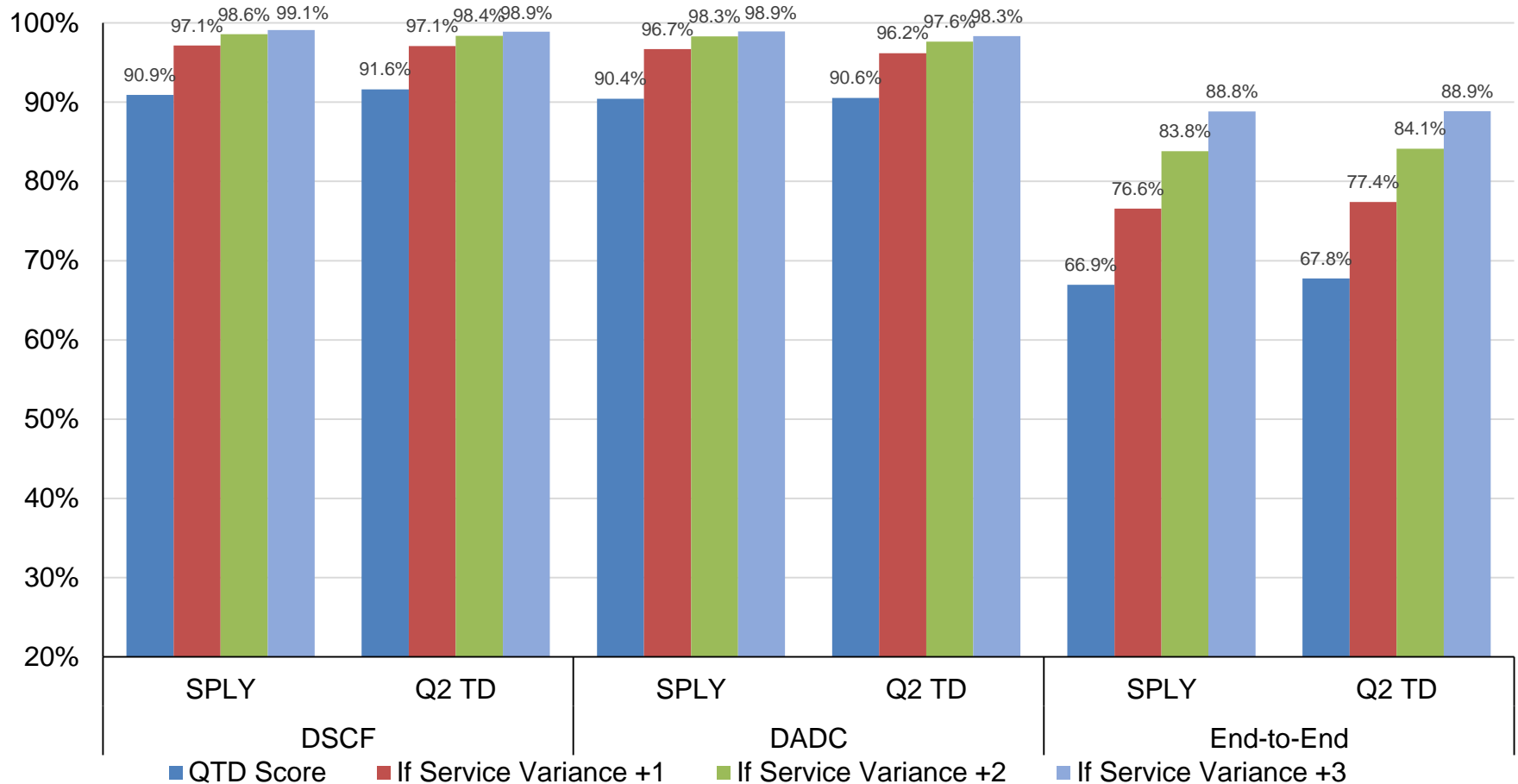


Q2 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	358,123,316	91.61%	-9.53%	82.08%	91.00%	282,320,565	26.85%	82.43%	-0.35%
ADC Flats	10,407,818	90.55%	-6.78%	83.78%	91.00%	26,384,951	-60.55%	83.39%	0.39%
E2E Flats	84,567,009	67.76%	-3.62%	64.15%	91.00%	61,244,838	38.08%	63.62%	0.52%
2-Day	0	N/A	N/A	N/A	N/A	272,579	N/A	73.01%	N/A
3-Day	29,337,480	87.35%	-3.68%	83.68%	91.00%	22,393,773	31.01%	82.57%	1.10%
4-Day	33,243,988	60.21%	-4.03%	56.18%	91.00%	21,230,052	56.59%	55.54%	0.64%
5-Day	1,939,323	58.14%	-3.09%	55.04%	91.00%	1,192,605	62.61%	39.37%	15.67%
6+ Day	20,046,218	52.55%	-2.89%	49.66%	91.00%	16,155,829	24.08%	49.62%	0.04%
Total	453,098,143			78.08%	91.00%	369,950,354	22.48%	79.38%	-1.30%

Last Mile Impact Trend



QTD DSCF and DADC Periodicals scores would be above 96.18% (prior to last mile), if pieces that failed by 1 day passed

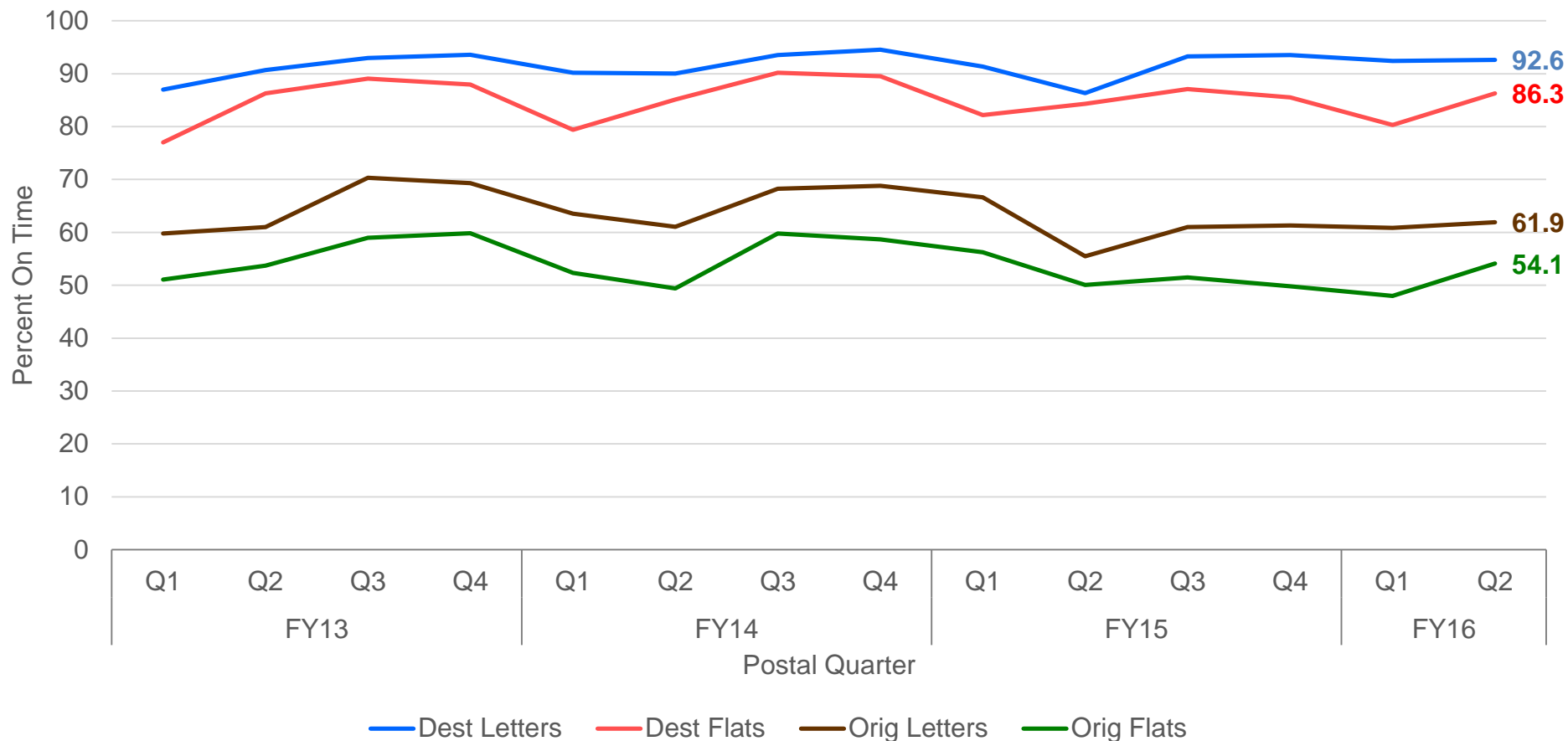


Note: Service performance results before Last Mile

MTAC Visibility and Service Performance

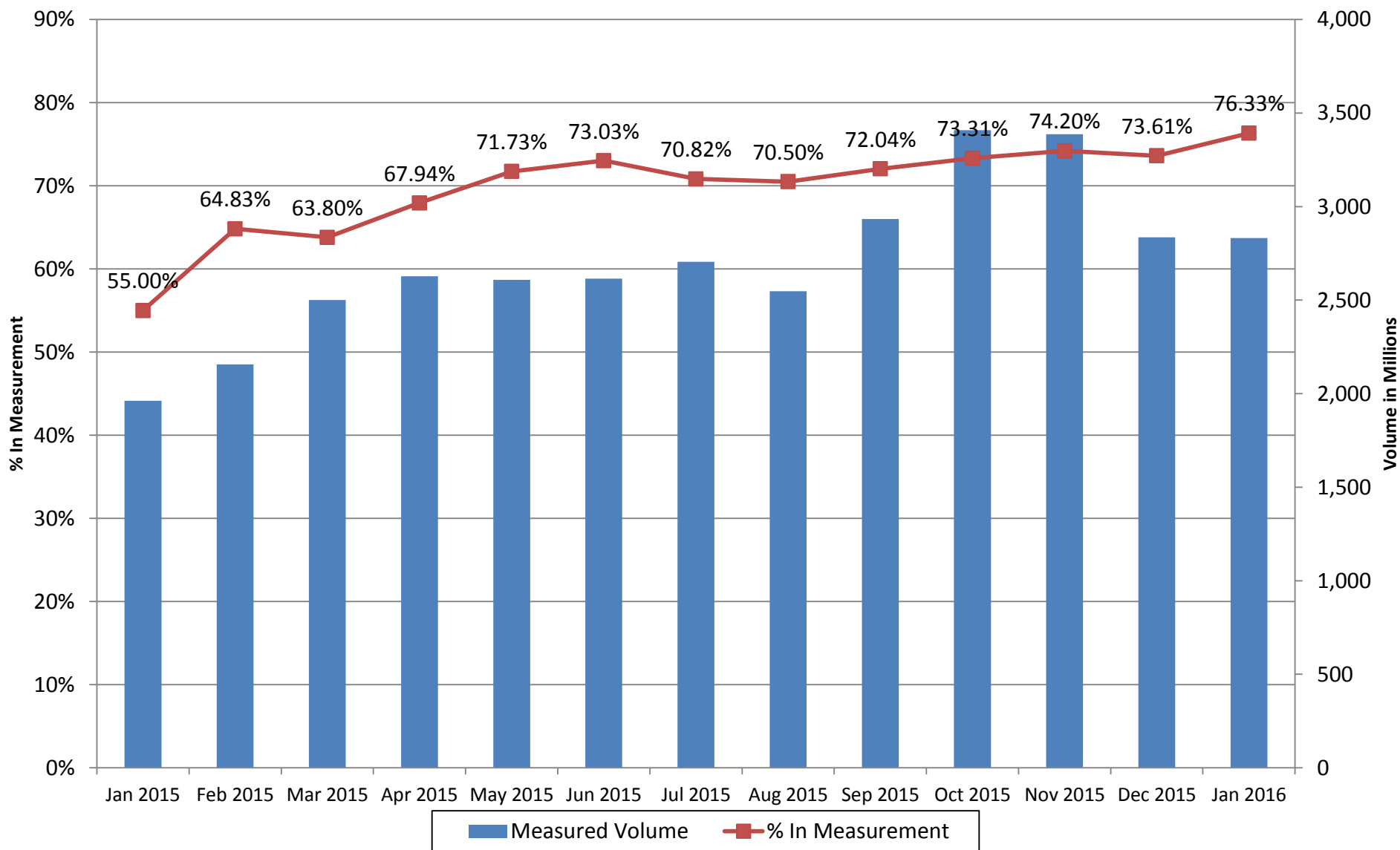
Standard Mail

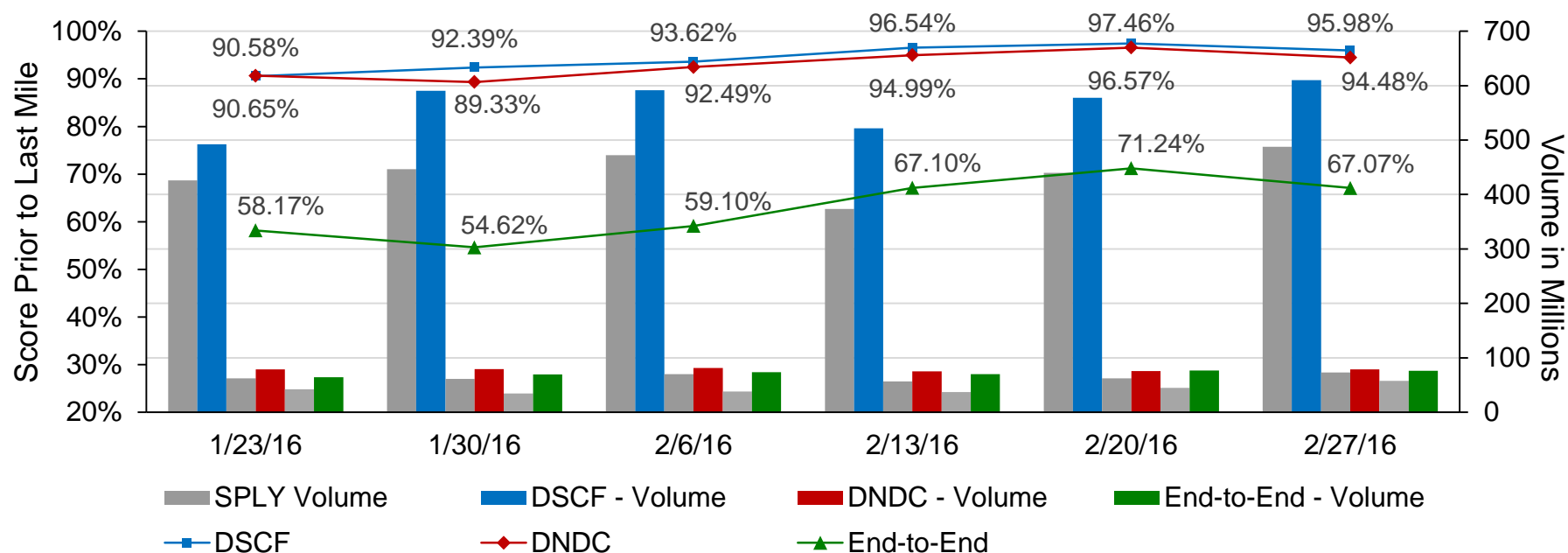
Standard Mail® FY13 thru FY16 Performance By Quarter



MTAC Visibility and Service Performance

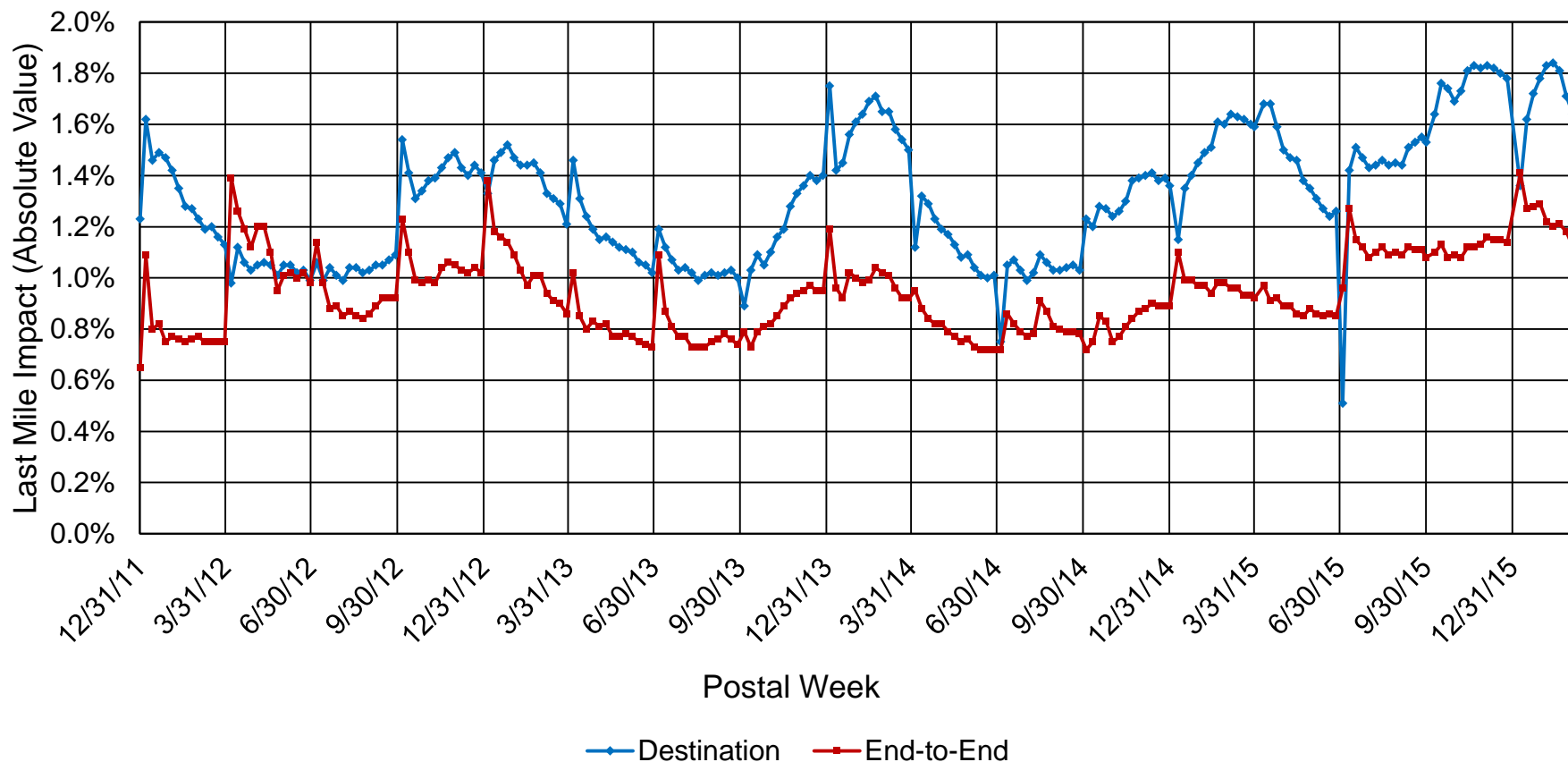
Standard Mail
Letters



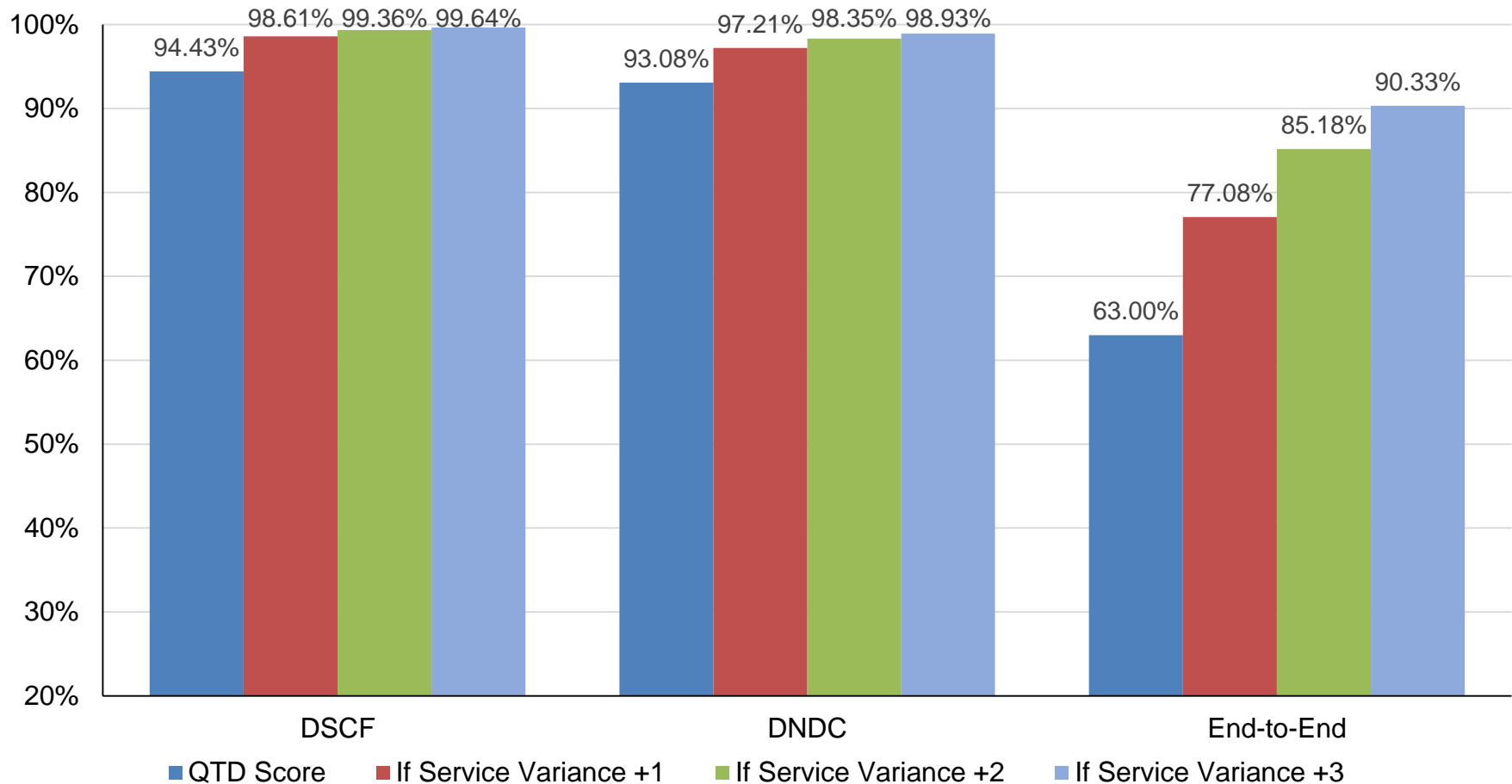


Q2 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	5,119,263,589	94.43%	-1.65%	92.78%	91.00%	4,014,772,068	27.51%	84.72%	8.06%
NDC Letters	706,883,334	93.08%	-1.54%	91.54%	91.00%	577,299,509	22.45%	85.37%	6.17%
E2E Letters	633,649,345	63.00%	-1.13%	61.88%	91.00%	366,974,754	72.67%	55.81%	6.07%
3-Day	151,753,840	85.68%	-1.15%	84.53%	91.00%	76,321,103	98.84%	77.89%	6.64%
4-Day	4,671,100	83.97%	-1.02%	82.95%	91.00%	11,347,683	-58.84%	81.89%	1.06%
5-Day	85,210,457	81.05%	-1.08%	79.97%	91.00%	45,070,746	89.06%	72.19%	7.78%
6-10 Day	373,716,626	49.39%	-1.12%	48.28%	91.00%	222,132,542	68.24%	43.07%	5.20%
11+ Day	18,297,322	63.56%	-1.39%	62.17%	91.00%	12,102,680	51.18%	64.87%	-2.70%
Total	6,459,796,268			88.04%	91.00%	4,959,046,331	30.26%	82.66%	5.38%

Last Mile Impact Trend



QTD DSCF and DNDC Standard Letters scores would be above 97.21% (prior to last mile), if pieces that failed by 1 day passed

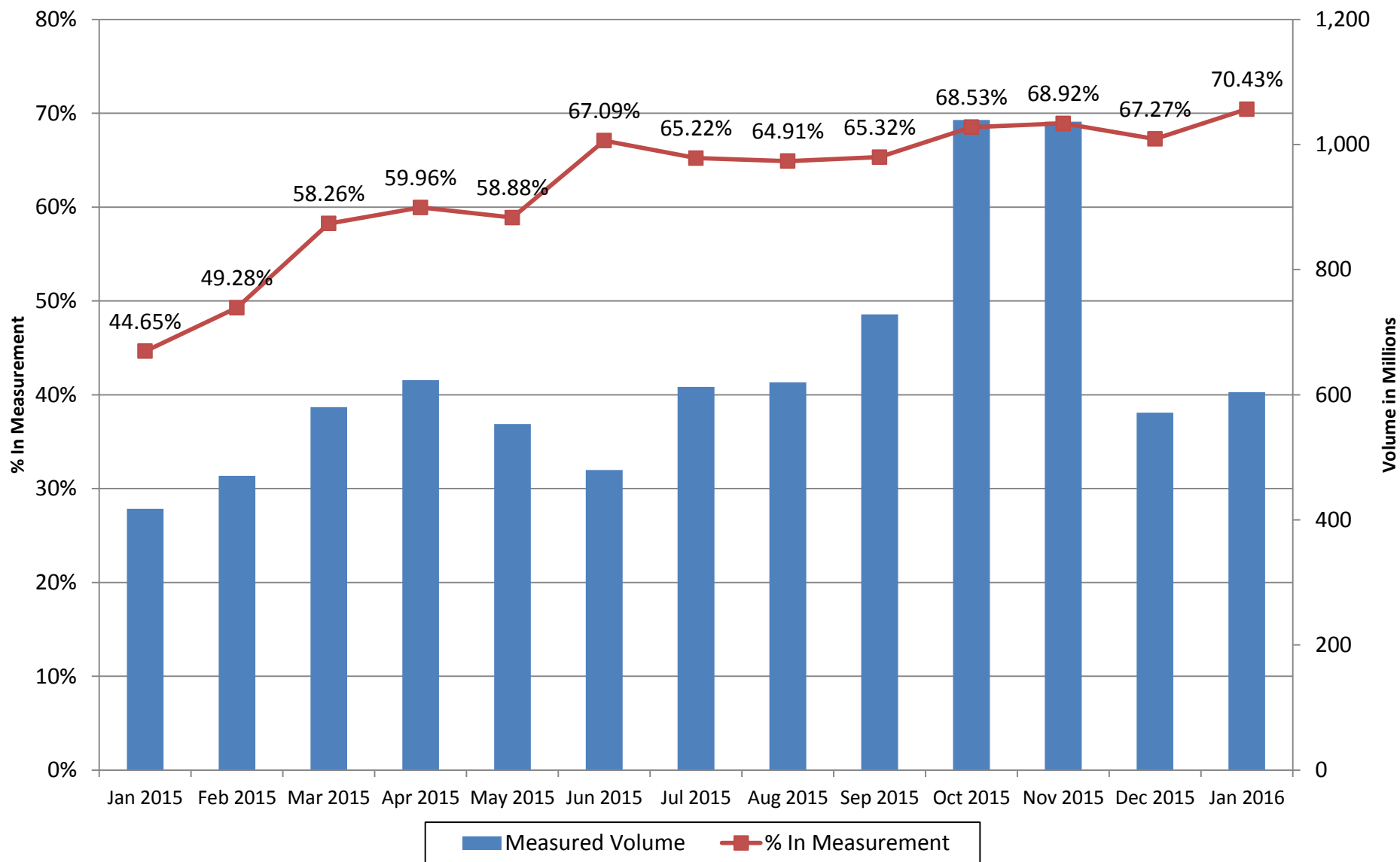


Note: Service performance results before Last Mile

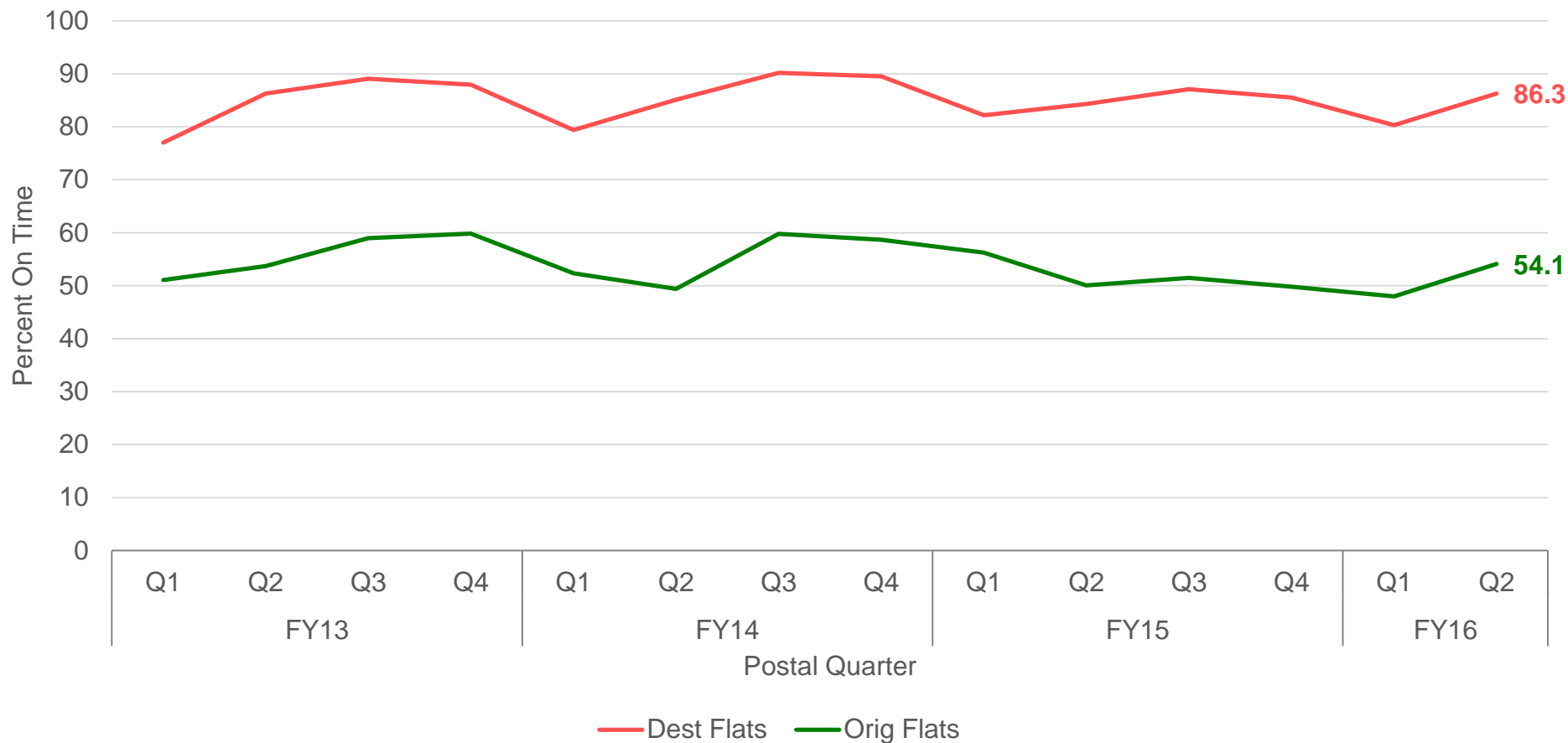
MTAC Visibility and Service Performance

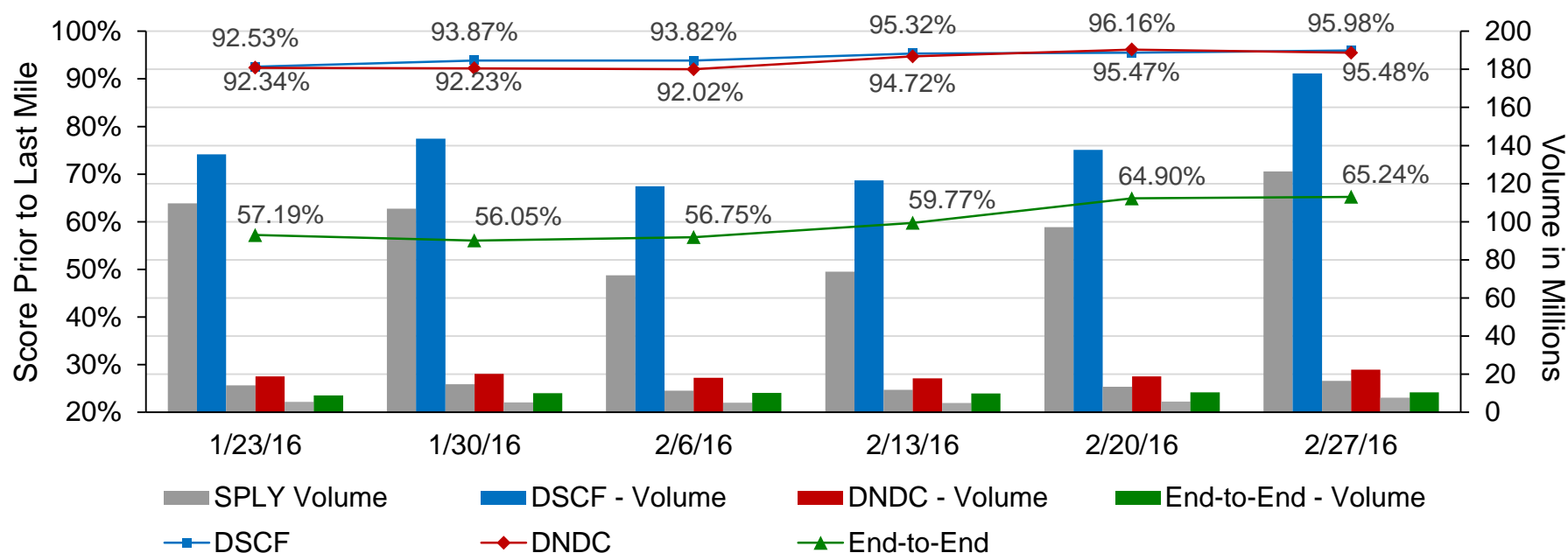
Standard Mail

Flats



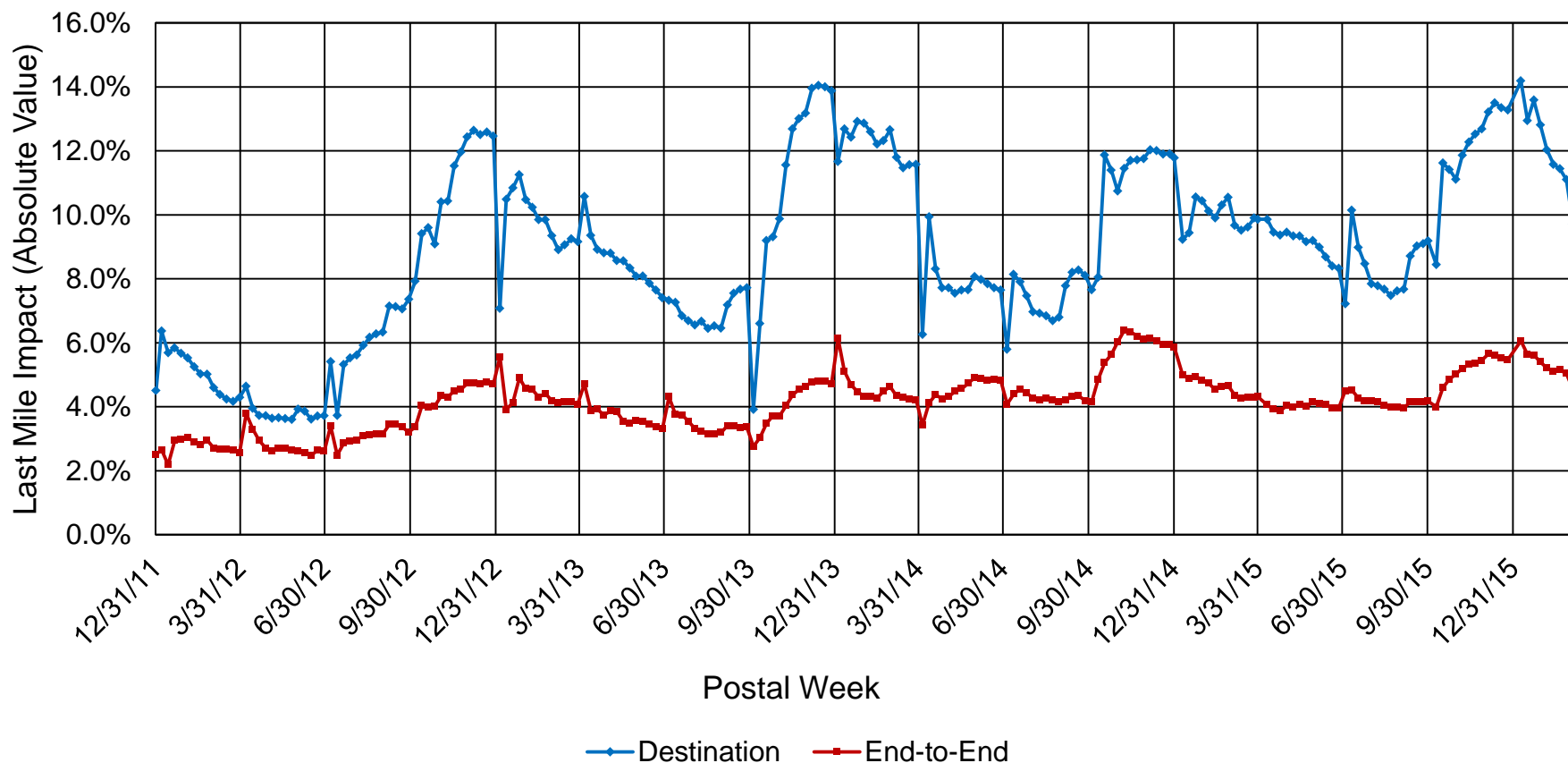
Standard Mail® FY13 to FY16 Performance By Quarter



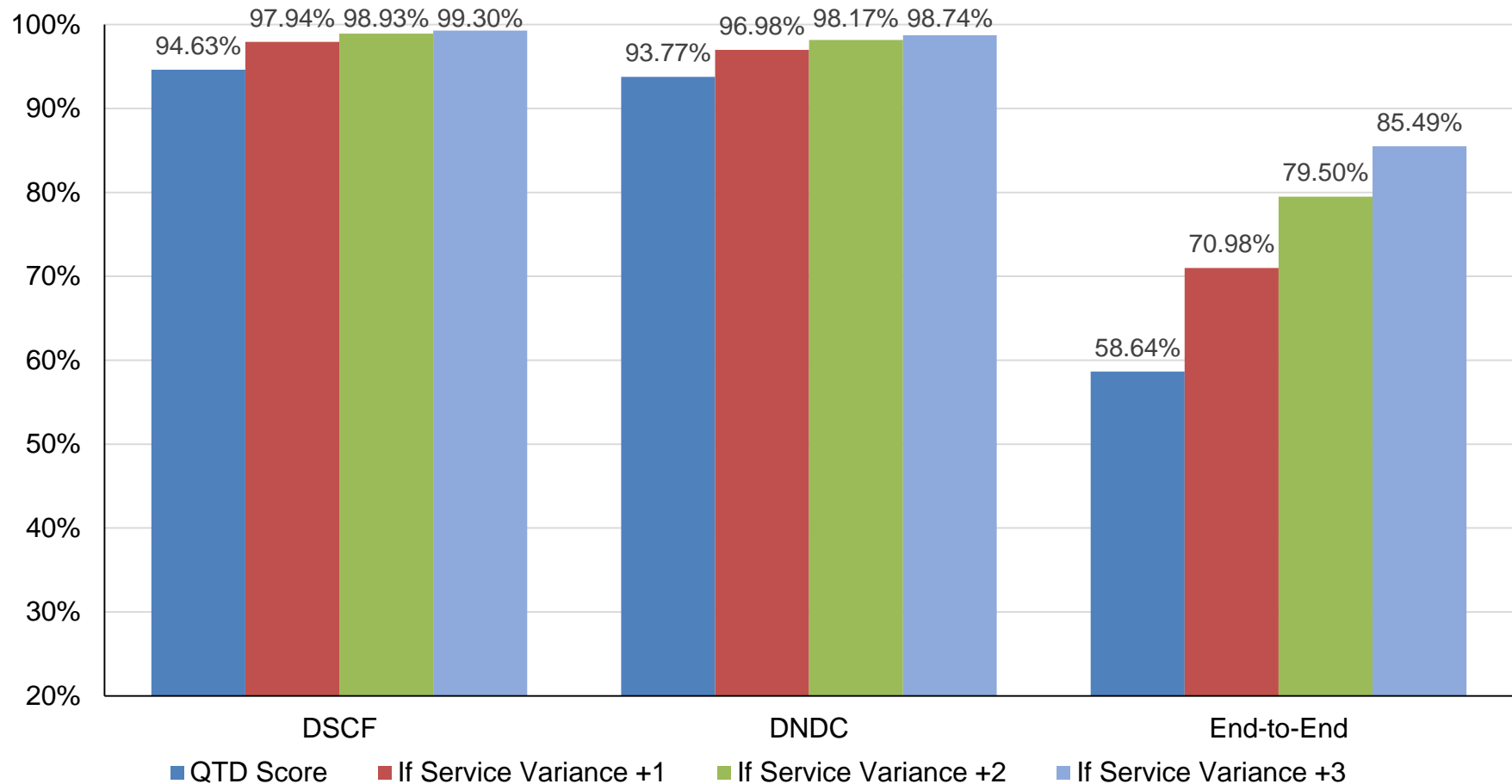


Q2 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	1,199,860,378	94.63%	-10.16%	84.47%	91.00%	871,586,557	37.66%	82.38%	2.09%
NDC Flats	175,897,367	93.77%	-5.21%	88.55%	91.00%	131,185,738	34.08%	85.39%	3.16%
E2E Flats	89,986,426	58.64%	-4.54%	54.10%	91.00%	52,577,037	71.15%	52.31%	1.79%
3-Day	14,428,069	79.24%	-6.92%	72.32%	91.00%	7,824,427	84.40%	69.93%	2.39%
4-Day	623,833	85.58%	-5.22%	80.36%	91.00%	998,583	-37.53%	73.07%	7.29%
5-Day	10,354,194	72.09%	-4.47%	67.62%	91.00%	5,505,207	88.08%	61.07%	6.55%
6-10 Day	61,926,867	50.73%	-3.92%	46.80%	91.00%	37,083,471	66.99%	46.86%	-0.06%
11+ Day	2,653,463	72.47%	-6.07%	66.40%	91.00%	1,165,349	127.70%	48.00%	18.40%
Total	1,465,744,171			81.72%	91.00%	1,055,349,332	38.89%	81.26%	0.46%

Last Mile Impact Trend



QTD DSCF and DNDC Standard Flats scores would be above 96.98% (prior to last mile), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile

Data from 2016-01-02 to 2016-03-11

Full Service Customers Only

1,849,000

Entered at USPS
SV Unload Scan



5,155,000

Enroute Depart Scan
for Containers and
Trays



6,234,000

Enroute Arrive Container
and Tray Scans



49,472,000

Enroute Tray Scans



New Visibility for Mailers



20 Billion
(as of March 1, 2016)
Piece level
automation scans



All IMb™ Users

MTAC

Address Management



MTAC UG 5

NCOA^{Link}® College and University Team



- Mailing industry interested in USPS assistance in update of student addresses following moves from campus housing.
- 5 Colleges and Universities have agreed to provide campus addresses and change-of-address information for testing.
- Testing will begin when the data is available.

PARS & Flats PARS

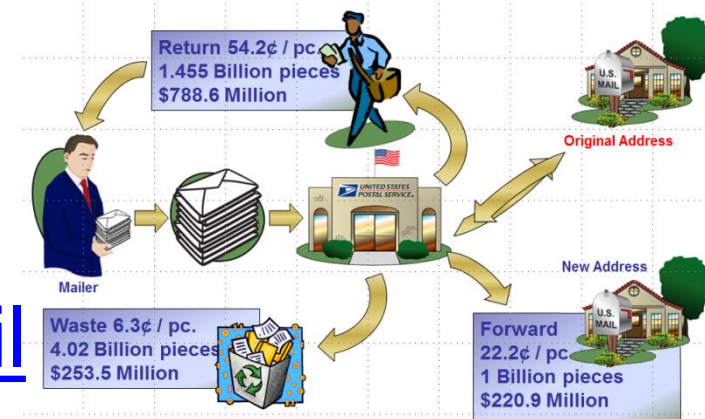
FPARS equipment has been deployed and installed at 17 sites, but is activated in the North TX P&DC only.

- Scheduled activation of Flats PARS in remaining sites will begin in April 2016 and continue through September.
- FYI: FPARS labels are white.



- Will be added to the RIBBS UAA Mail Statistics at:

<https://ribbs.usps.gov/uaamail>



- Provide insight into the reason for UAA by:
 - Mail Class
 - UAA Reason (including COA or Nixie Code)
 - Mail Shape (Letters, Parcels, Flats)
- Will be used internally to assist with delivery employee training.
- Goal: Enable confidence in Nixie information provided so mailers can react appropriately.

NCOA^{Link}®

100 Record Rule

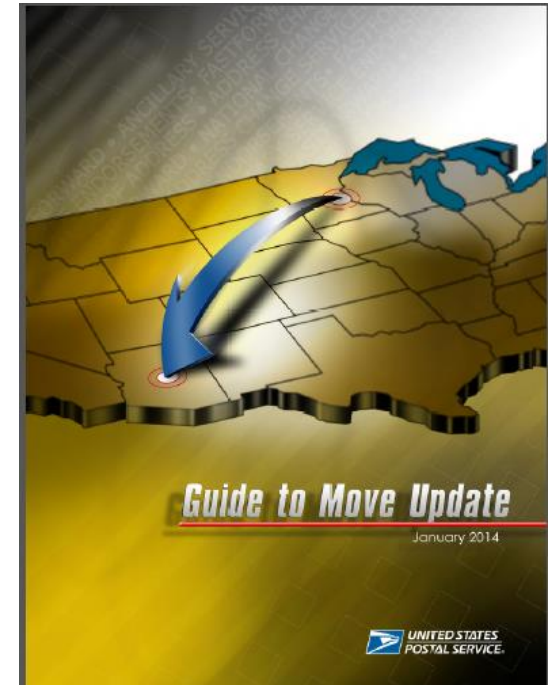
- Goal: Redefine the minimum number of addresses that constitutes a 'List' for NCOA^{Link} processing
- Working with MTAC User Group 5
- Position Paper jointly prepared
- Position Paper submitted to USPS Chief Privacy Officer for consideration



Move Update

2 Federal Register Notices (FRN)

- FRN: Move Update Clarification
 - MLNA/BCNO/Foreign moves exempt
 - COAs beyond 18 months
 - NCOA^{Link}® Return Codes with no address provided
 - ACS provided addresses that don't DPV confirm
- FRN: Move Update Census Method
 - Introducing new verification method
- Target date for publication of both FRNs is March/April

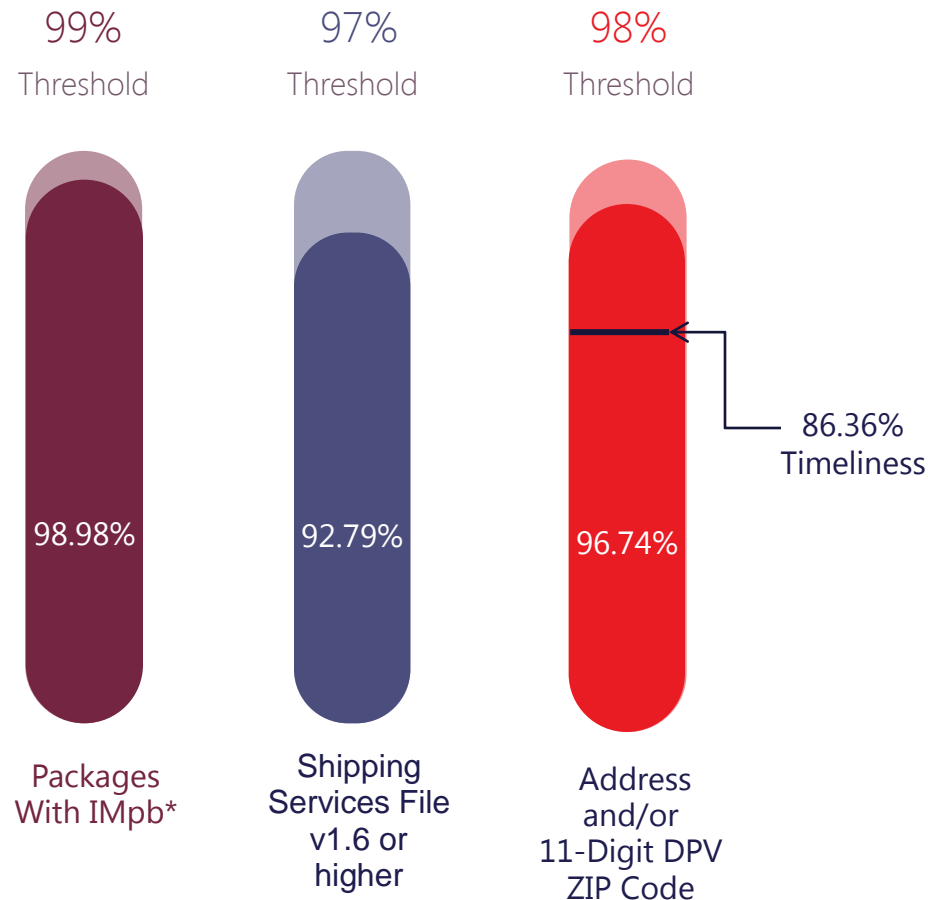


MTAC

Packages



Current IMpb Compliance Metrics



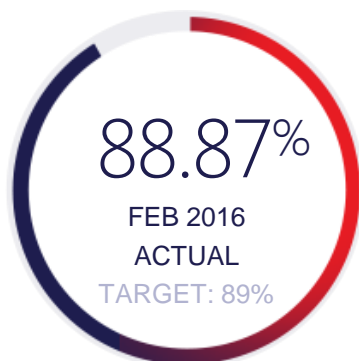
Source: Product Tracking & Reporting

*Commercial parcels only

Note: Timeliness not factored into performance

IMPB COMPLIANCE QUALITY METRICS OVERVIEW

Address Quality

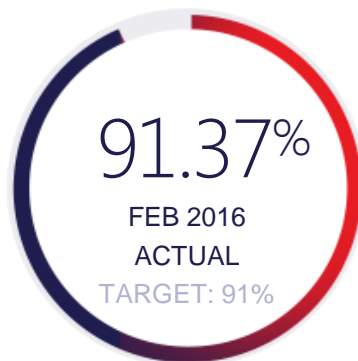


Measures percent of addresses* with enough information to validate to the unique exact 11-digit DPV ZIP Code when matched against the AMS Database.

Benefits:

- Operational efficiency
- Enables personalized features such as My USPS
- Avoids operational costs (Manual scheme lookup/PRES Keying)
- Improves deliverability

Shipping Services File Quality

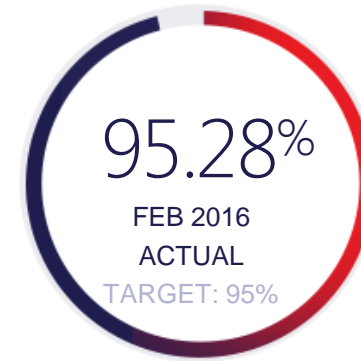


Measures percent of manifest records that pass key package level detail validations mitigating potential errors when processed in the PTR Database.

Benefits:

- Supports timely postage payment and revenue assurance
- Enhances tracking and customer experience
- Provides digital awareness of packages that will be delivered by USPS
- Facilitates better workload planning
- Eliminates need for manual counts
- Enables better analytics, insights, decisions

Barcode Quality

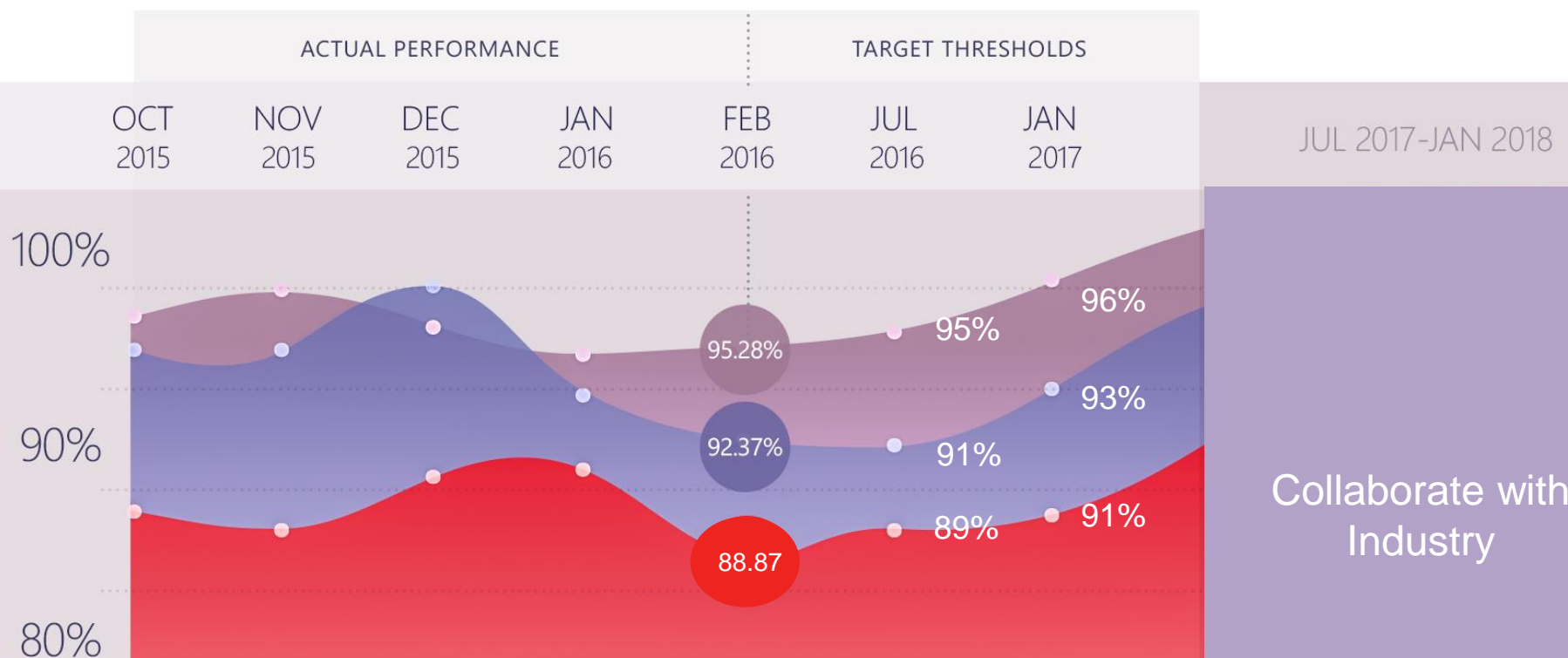


Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.

Benefits:

- Critical for visibility and the customer experience
- Creates the digital trail
- Supports payment and revenue assurance
- Facilitates operational efficiencies
- Foundational for current and future product offerings

● IMpb Barcode (BQ) ● Shipping Services File (MQ) ● Destination Delivery Address (AQ)



Collaborate with
Industry

Source: Product Tracking & Reporting

July 2016 Target Thresholds based on October 2015 actual performance, improving by 1 – 2% every 6 months.

January 2016 performance above Target Threshold for two metrics.

*Includes Parcel Select, Parcel Select Lightweight, First Class, Priority Mail, Priority Mail Express, Standard Post

23,781,189

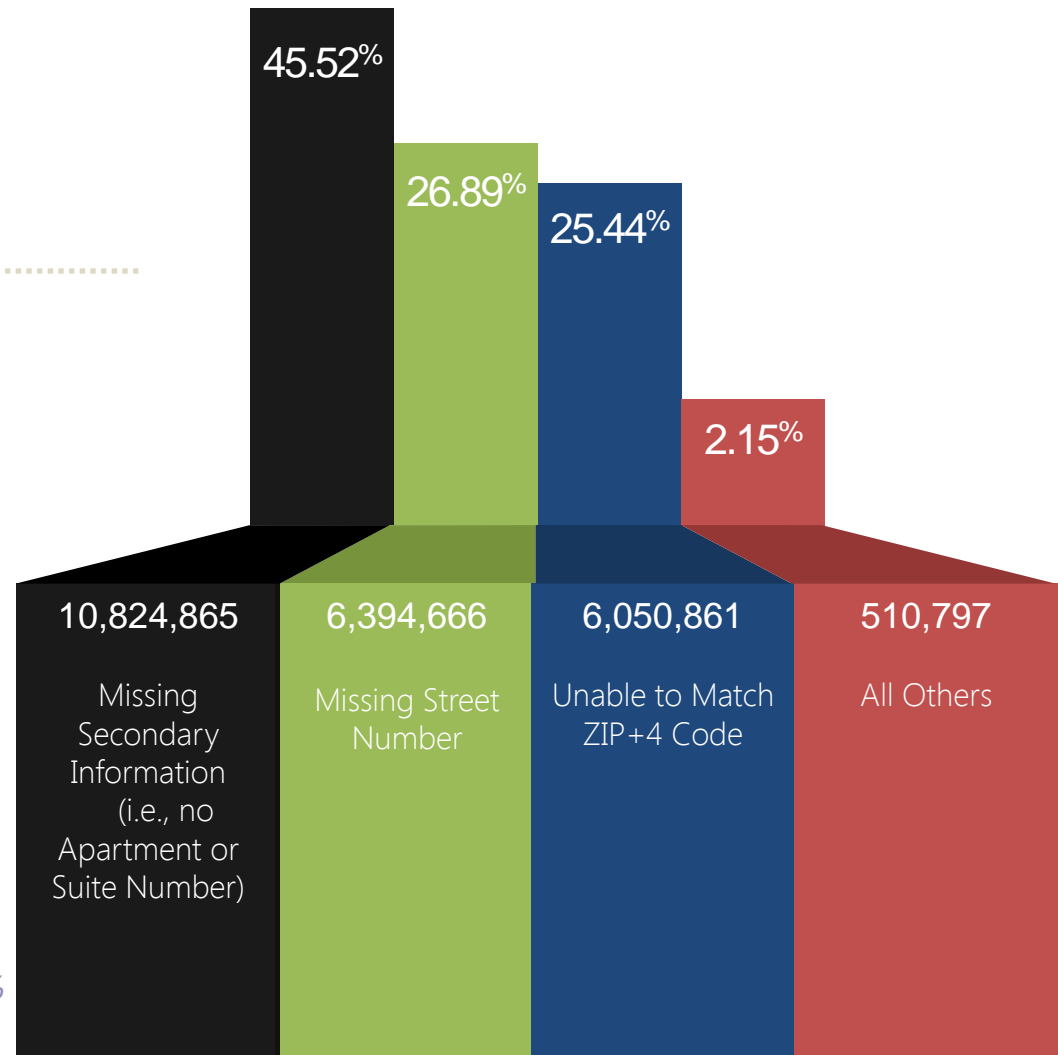
Packages w/Address Quality Issues
February 2016

! 10.05%

*Addresses Unable to Resolve to an Exact
11-Digit Delivery Address (DPV)*

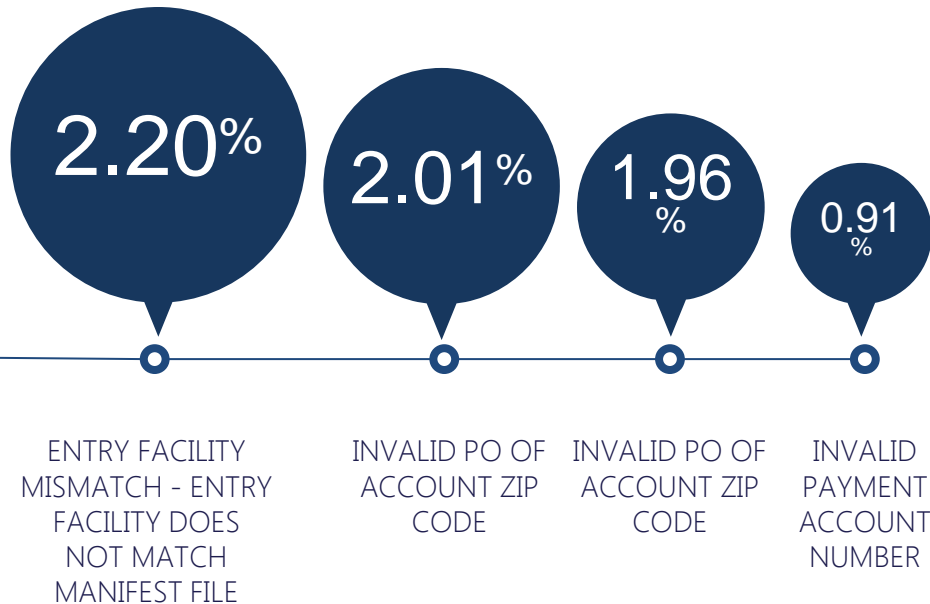


Packages with insufficient address information 1.08%

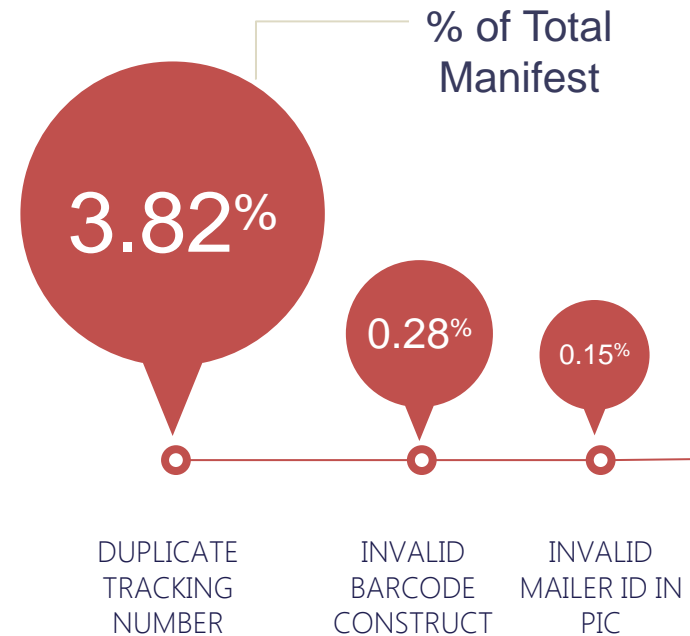


IMpb COMPLIANCE

Top 7 Issues February 2016



MANIFEST QUALITY NON-COMPLIANCE



BARCODE QUALITY NON-COMPLIANCE

IMpb QUALITY NON-COMPLIANCE ASSESSMENT

Collaborative Implementation Approach

Work with Industry via MTAC Work Group to simplify IMpb Compliance for Manifest, Barcode, and Address Quality assessments

- Collaborate on which items to measure and thresholds
 - Highest volume and impacts
 - Straightforward
 - Low contention
 - Ensure no duplicate assessments
- Agree on compliance threshold for each IMpb Quality Metric for out years
 - Reasonable and achievable
- IMpb Compliance Quality assessments begin July 2016



IMpb QUALITY NON-COMPLIANCE ASSESSMENT

Customer Outreach and Engagement

Communicating IMpb Quality Compliance requirements and performance through webinars, local outreach, and individual meetings with customers

- Continue sharing IMpb Quality summary reports and holding individual meetings with larger customers
 - Review performance
 - Identify improvement opportunities
- Monthly IMpb Quality customer educational webinars
 - Smaller customers, infrequent shippers
 - IMpb Quality Deep Dives
- MicroStrategy Reports available from BMEU employees
- Leverage Marketing Managers at Areas and Districts



MTAC

IV



	Piece Visibility	Container and Tray Visibility	Bundle Visibility	Assumed Handling Events	Web-Enabled Mail Tracking	Flexible Data Provisioning	Flexible Data Delegation
May	<ul style="list-style-type: none"> Pilot start for IMb Tracing 	<ul style="list-style-type: none"> Pilot start for Container and Tray Visibility 	<ul style="list-style-type: none"> Pilot start for Bundle Visibility for automation handling events 		<ul style="list-style-type: none"> Start Pilot for Web-Enabled Mail Tracking (Phase 1) 	<ul style="list-style-type: none"> Pilot start for Flexible Data Provisioning (Phase 1) 	<ul style="list-style-type: none"> Pilot start for Flexible Data Delegation (Phase 1)
Jun.	<ul style="list-style-type: none"> Begin National Rollout of IMb Tracing Pilot Start for Logical Delivery Events 	<ul style="list-style-type: none"> Begin National Rollout of Container and Tray Visibility 	<ul style="list-style-type: none"> Begin National Rollout of Bundle Visibility for automation handling events Pilot enhancements for Bundle Visibility for handheld and logical handling events 	<ul style="list-style-type: none"> Pilot start for Assumed Handling Events 	<ul style="list-style-type: none"> National Deployment of Web-Enabled Mail Tracking (Phase 1) 	<ul style="list-style-type: none"> National Deployment of Flexible Data Provisioning (Phase 1) 	<ul style="list-style-type: none"> National Deployment of Flexible Data Delegation (Phase 1)
Jul.	<ul style="list-style-type: none"> Migration of IMb Tracing Complete National Deployment of Logical Delivery events 	<ul style="list-style-type: none"> Migration of Container and Tray Visibility Complete Pilot start for Start-the-Clock 	<ul style="list-style-type: none"> Migration of Bundle Visibility for automation handling events complete National Deployment of enhancements for Bundle Visibility for handheld and logical handling events 	<ul style="list-style-type: none"> National Deployment of Assumed Handling Events 	<ul style="list-style-type: none"> Pilot enhancements for Web-enabled Mail Tracking (Phase 2) National Deployment of enhancements for Web-enabled Mail Tracking (Phase 2) 	<ul style="list-style-type: none"> Pilot enhancements for Flexible Data Provisioning (Phase 2) National Deployment of enhancements for Flexible Data Provisioning (Phase 2) 	<ul style="list-style-type: none"> Pilot enhancements for Flexible Data Delegation (Phase 2) National Deployment of enhancements for Flexible Data Delegation (Phase 2)
Aug.		<ul style="list-style-type: none"> Begin National Rollout of Start-the-Clock Migration of Start-the-Clock Complete 					